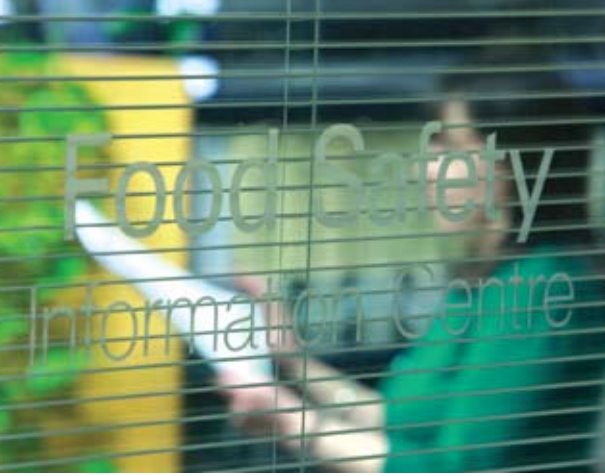


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## **Food Safety Authority of Ireland customer action plan 2014-2017**

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# Customer Action Plan 2014-2017



COMMITTED TO PROVIDING A QUALITY SERVICE

## Contents

Introduction	1
<hr/>	
The Role of the Food Safety Authority of Ireland	1
Key functions of the FSAI	1
<hr/>	
Our Customers	2
Points of Contact with Our Customers	2
<hr/>	
Quality Customer Service	2
Principles of Quality Customer Service	2
<hr/>	
Monitoring Progress and Improving Service	7
<hr/>	
Complaints Procedure	8
<hr/>	
Appendix 1	9
<hr/>	

*The Food Safety Authority of Ireland is committed to providing a quality service to its customers.*



## Introduction

The Food Safety Authority of Ireland (FSAI) is committed to providing a quality service to its customers. This Customer Action Plan sets out a range of aims and actions the FSAI strives to achieve in relation to its customer service, based on the *12 Principles of Quality Customer Service* used by Government Departments. The FSAI delivers its services to customers through a number of channels – telephone, website, extranet, intranet, social media channels (Twitter, facebook), walk-in service, Information Centre, email, SMS alerts and written correspondence.

The FSAI Customer Charter, which is based on this Customer Action Plan, sets out, at a high level, the commitments and the standards of service customers can expect from the FSAI. Through regular consultation with customers, the services and commitments set out in the Customer Charter are measured to determine customer satisfaction and to highlight areas for improvement. The FSAI strives to continually improve its services.

## The Role of the Food Safety Authority of Ireland

The FSAI is a statutory, independent and science-based body, dedicated to protecting public health and consumer interests in the area of food safety and hygiene. It comes under the aegis of the Minister for Health and is directed by a Board. It also has a Scientific Committee that assists and advises the Board on scientific issues and a Food Safety Consultative Council which allows consumers and industry to provide input to the agenda of the FSAI.

## Key functions of the FSAI

The FSAI has national responsibility for coordinating the enforcement of food safety legislation in Ireland. Our mission is to protect consumers' health and consumers' interests by ensuring that food consumed, produced, distributed or marketed in the State meets the highest standards of food safety reasonably attainable and that people have accurate and worthwhile information about the nature of the food they eat.

In pursuit of this mission, the FSAI will focus on:

- Putting consumers' health and interests first and foremost
- Managing risk in association with official agencies and the food sector, and communicating risks to consumers, public health professionals and the agri-food industry
- Ensuring the coordinated and seamless delivery of effective food safety services to an agreed high standard by the various State agencies involved
- Ensuring that food complies with legal requirements, or where appropriate, with recognised codes of good practice
- Working with the agri-food, food service and hospitality sectors to gain their commitment to the production and service of safe food
- Setting food standards based on sound science and risk assessment
- Providing advice to Ministers, official agencies, the food industry and consumers on food safety issues
- Informing Government nutrition policy through rigorous scientific evaluation and appraisal of factors related to healthy eating patterns in Ireland, and the nutritional value of our food supply

## Our Customers

The FSAI has a wide range of customers, which include the following:

- Consumers
- Food business operators and their staff
- Media
- Personnel from Government departments
- Personnel from official agencies
- Personnel from food related non-Governmental organisations
- Researchers
- Food safety and nutrition consultants
- Students
- Food safety trainers
- FSAI staff

### Points of Contact with Our Customers

The major points of contact with customers of the FSAI are as follows<sup>1</sup>:

- FSAI reception (01 8171300)
- Advice-line (1890 33 66 77)
- E-mail ([info@fsai.ie](mailto:info@fsai.ie); [rapidalert@fsai.ie](mailto:rapidalert@fsai.ie))
- Information Centre
- Website ([www.fsai.ie](http://www.fsai.ie))
- Social media - facebook: [www.facebook.com/FSAI](http://www.facebook.com/FSAI) and Twitter @FSAIinfo
- Extranet (for official agency personnel)
- Emergency out-of-hours telephone line (01 2910996)

## Quality Customer Service

The FSAI is committed to ensuring that the *12 Principles of Quality Customer Service* form the basis of all work carried out by the FSAI. That commitment to quality customer service extends to staff working in the organisation.

This Customer Action Plan sets out the steps the FSAI will take to ensure a high quality of service is delivered to its customers.

It aims to:

- Promote and develop a strong customer service culture within the FSAI
- Equip staff with the information, skills and support to ensure they are best placed to deliver a quality service
- Develop measurable customer service standards
- Ensure our services are provided in a non-discriminatory manner
- Take a proactive approach to providing quality advice and information
- Ensure easy access to information
- Monitor progress with a view to improving services
- Ensure a transparent and adequate complaints procedure is in operation

### Principles of Quality Customer Service<sup>2</sup>

The provision of a quality customer service involves delivering a service of the highest quality to all customers and ensuring continuous improvement in the standard of the services provided.

The *12 Principles of Quality Customer Service* are:

1. Quality Service Standards
2. Equality and Diversity
3. Physical Access
4. Information
5. Consultation and Evaluation
6. Timeliness and Courtesy
7. Complaints
8. Appeals
9. Choice
10. Official Languages Equality
11. Better Coordination
12. Internal Customer

<sup>1</sup> If a customer contacts the FSAI using another means, i.e. direct dial telephone number, other email address, the principles outlined in this Customer Action Plan cannot be guaranteed.

<sup>2</sup> The *12 Principles of Quality Customer Service* are set out by the Department of An Taoiseach: See: [www.taoiseach.gov.ie/attached\\_files/Pdf%20files/PrinciplesOfCustomerService.pdf](http://www.taoiseach.gov.ie/attached_files/Pdf%20files/PrinciplesOfCustomerService.pdf)

## 1 QUALITY SERVICE STANDARDS

### PRINCIPLE

Publish a statement that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery.

### FSAI ACTION

The FSAI Customer Charter sets out the nature and quality of service customers can expect to receive when contacting the FSAI.

The charter sets out real and achievable targets which are regularly monitored against actual performance. Our customers are contacted from time to time in order to evaluate performance and improve the services set out in the charter.

The FSAI Customer Charter is readily available from the FSAI. It is displayed prominently at the reception area of the FSAI office and can be accessed on our website, [www.fsai.ie](http://www.fsai.ie). Reference is made to the charter on written correspondence from the FSAI advice-line/information centre, where relevant.

## 2 EQUALITY/DIVERSITY

### PRINCIPLE

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation<sup>3</sup>.

Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

### FSAI ACTION

The FSAI is committed to ensuring equal service delivery to all its customers. It will strive to ensure no one is discriminated against.

The FSAI is committed to the implementation of the Employment Equality Acts, 1998-2011 and the Equal Status Acts, 2000-2008. All services delivered by the FSAI fall within the parameters of this legislation. The Employment Equality Acts, 1998-2011 and the Equal Status Acts, 2000-2008 are available on the staff intranet and staff members are trained on the legislation as required.

## 3 PHYSICAL ACCESS

### PRINCIPLE

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

### FSAI ACTION

The FSAI offices are maintained clean and safe, ensure privacy, are accessible to all and comply with health and safety standards.

A health and safety officer, fire officers and a first aid team have been established in the FSAI and are fully trained and briefed on their roles. Training is carried out for these officers annually. The FSAI Health and Safety Statement is available on the staff intranet.

General access to the building does not facilitate people with disabilities. However, alternative building access is available for staff and visitors with disabilities. This can be accessed through the Irish Life Mall and is maintained to a high standard. While signage is in place, it may still be difficult to find the alternative access. We therefore recommend that you phone the FSAI in advance and a staff member will guide you.

<sup>3</sup> Under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the traveller community

## 4 INFORMATION

### PRINCIPLE

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by information technology is fully availed of and that the information available on public service websites follows the guidelines on web publication.

Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

### FSAI ACTION

The FSAI provides clear, timely, accurate information on a wide range of food safety issues to its customers. Our main information resources include our advice-line, website, intranet, extranet, facebook page, Twitter, information centre and publications.

Most of our publications are available on our website free of charge. Some publications are also available in hard copy<sup>4</sup> and can be ordered through our advice-line. Where appropriate, we strive to ensure technical terms are explained and the information provided in our literature is clear.

The FSAI website, [www.fsai.ie](http://www.fsai.ie), complies with the Website Accessibility Initiative (WAI), Level 2. It also adheres to best practice in relation to layout, ease of access and searchability. An accessibility audit of our website is carried out every two years to ensure compliance. The findings of the audit are addressed and implemented (where possible) within a six month period.

The FSAI ensures that the potential offered by information technology is fully availed of. Website users may subscribe to receive alert notifications (SMS and email) when specific sections of our website are updated. The website is updated frequently in response to current customer information needs and current food safety issues. A mobile version of our website has been developed to ensure ease of access by all. The FSAI facilitates two-way communication with its customers through the social media channels, facebook and Twitter.

<sup>4</sup> A charge may apply to publications ordered in hard copy, if available.

## 5 TIMELINESS AND COURTESY

### PRINCIPLE

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.

Give contact names in all communications to ensure ease of ongoing transactions.

### FSAI ACTION

The FSAI is committed to ensuring that all queries are responded to in a timely manner and customers are dealt with fairly and consistently.

Enquiries to our advice-line, and email queries to [info@fsai.ie](mailto:info@fsai.ie) will be responded to within five working days, where possible. Where it is not possible to respond fully within five working days, e.g. where an enquiry requires considerable research or expertise, customers will be advised that this is the case and when they should expect a full response. Notifications to [rapidalert@fsai.ie](mailto:rapidalert@fsai.ie) will be responded to within two working days. Calls to the emergency out-of-hours telephone line will be responded to within six hours. Correspondence by letter will be responded to within 15 working days.

All written correspondence from the FSAI includes the contact details of the person dealing with the query, such as a contact name, telephone number, email address and/or postal address. The FSAI is committed to ensuring that all written correspondence is clear and technical terms are explained.

When customers contact the FSAI by telephone, staff will identify themselves when answering the call. We aim to ensure at least 90% of calls are answered within 15 seconds, during business hours. If however, calls are transferred to voicemail, the call will be returned within three hours (if a message is left outside of hours, it will be responded to within the first three hours of the next working day). The FSAI strives to answer customer queries received by telephone immediately, but if this is not possible, the query will be logged on a database, monitored and responded to clearly and accurately within five working days. Where it is not possible to respond fully within five working days, e.g. where an enquiry requires considerable research or expertise, customers will be advised that this is the case and when they should expect a full answer.

Regular customer surveys are undertaken to measure the quality and timeliness of service and identify areas which require action. Customer surveys and mystery shopper exercises are carried out every two years (2014 and 2016). There is ongoing and annual analysis of the advice-line telephone call system.

## 6 COMPLAINTS

### PRINCIPLE

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

### FSAI ACTION

The FSAI strives to ensure that customer complaints are dealt with quickly, impartially and in confidence. All formal complaints are acknowledged within ten working days and responded to in writing as soon as possible. When a complaint is made it is logged on a dedicated database and investigated thoroughly.

Where it transpires that the complaint is valid, the FSAI will apologise, rectify the issue if possible and strive to prevent a recurrence.

We hope to resolve complaints at the first point of contact, however, if this is not possible, customers can take the matter to a higher level (see page 11). They will be advised who/where to contact if the situation arises, depending on circumstances.

## 7 APPEALS

### PRINCIPLE

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

### FSAI ACTION

If customers are not satisfied with the way in which a complaint has been handled, they have a right to appeal. Appeals can be sent to 'Customer Appeals', FSAI, Abbey Court, Lower Abbey Street, Dublin 1, or by email to [customerappeals@fsai.ie](mailto:customerappeals@fsai.ie). The FSAI will ensure its staff and customers are fully aware of the appeals process to follow.

If, however, the outcome of the FSAI complaints procedure is not satisfactory, a customer has the right of further appeal to the Office of the Ombudsman.<sup>5</sup>

<sup>5</sup> The Ombudsman (Amendment) Act 2012 brought over 180 additional public bodies, including the FSAI, under the remit of the Ombudsman with effect from 1 May 2013.

## 8 CONSULTATION AND EVALUATION

### PRINCIPLE

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

### FSAI ACTION

Monitoring of the FSAI's services is continually used to evaluate the effectiveness of the services provided, identify trends, use customer feedback to improve services and address areas of concern. Feedback is also incorporated in ongoing staff training and development.

The FSAI carries out regular customer satisfaction surveys on many of its services. Website and advice-line surveys are carried out every two years (2014 and 2016). Trends are identified by monitoring the customer query database regularly and the FSAI responds proactively to the data gathered. Feedback on an ad-hoc basis is also encouraged.

The FSAI holds formal consultations in relation to the development and introduction of new food safety policies and legislation. The consultations are available on our website and are also highlighted in our newsletter. Whilst online responses are preferred, the FSAI facilitates responses by other means also.

The FSAI Food Safety Consultative Council, membership of which is drawn from a wide range of areas, is also a constructive vehicle for stakeholders to provide input to the agenda of the FSAI.

## 9 CHOICE

### PRINCIPLE

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Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

### FSAI ACTION

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The FSAI strives to provide choice to its customers. A set of options in terms of accessing the services of the FSAI is available – these include contacting the FSAI by telephone, email or through our website and social media channels. Our website is updated regularly to ensure main consumer issues are addressed and information is available to all. Our facebook and Twitter pages are monitored regularly and users are responded to as soon as possible. Information of interest to customers is posted on a regular basis. The FAQ section on our website is updated frequently to reflect issues raised by callers to our advice-line.

Whilst most services and publications are available free of charge, a choice of payment methods are available when required. Customers can make payments with cash, laser and credit card.

The FSAI remains open during lunchtime to facilitate its customers. Office hours are 9:00am to 5:00pm, weekdays, and our reception is open from 8:30am to 5:30pm.

## 10 OFFICIAL LANGUAGES EQUALITY

### PRINCIPLE

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Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

### FSAI ACTION

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The FSAI Annual Report is available in both Irish and English. Documents from the European Food Safety Authority (EFSA), available in Irish, are distributed through the FSAI.

## 11 BETTER COORDINATION

### PRINCIPLE

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Foster a more coordinated and integrated approach to delivery of public services.

### FSAI ACTION

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The FSAI carries out its enforcement function through 'service contracts' with other State agencies (County Councils and City Councils; the Health Service Executive; the Department of Agriculture, Food and the Marine; the Marine Institute; the National Standards Authority of Ireland and the Sea Fisheries Protection Authority). This ensures a coordinated approach to food safety throughout Ireland.

The FSAI also holds Memorandums of Understanding with other agencies where a mutual interest lies (Environmental Protection Agency, Office of Radiological Protection; Customs and Excise; Teagasc; safefood; Bord Bia; Bord Iascaigh Mhara; the Food Standards Agency, Northern Ireland and Loughs Agency). The Memorandum of Understanding sets out a framework for cooperation in food safety activities. All contracts and Memorandums of Understanding are evaluated regularly.

The FSAI engages in regular exchanges of information with other Government departments and representative bodies. The FSAI also maintains contact with similar regulatory bodies in Europe and Internationally. The FSAI is the National Focal Point for EFSA. It represents Ireland on EFSA's Advisory Forum. The FSAI is a member of the Health and Social Care Regulatory Forum.

**12 INTERNAL CUSTOMER****PRINCIPLE**

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

**FSAI ACTION**

The FSAI recognises that internal customer services and support must be to a high standard to enable staff to effectively carry out their roles and therefore, ensure the FSAI meets its objectives.

An intranet is accessible to all staff which provides access to all FSAI policies and procedures. An online Quality Management System is also available, which details our standard operating procedures. A daily press cutting service is available to all staff to ensure they are aware of current food safety issues that are in the public domain.

All new staff members are given an induction to the FSAI which includes guidelines on staff conduct and expectations, an introduction to policies and procedures and an overview of services available. A 'buddy' programme is in place to ensure adequate information is provided to new staff members. Further training and development is encouraged and funded accordingly by the FSAI.

An extensive library resource is available for all staff which includes access to electronic journals, books and an inter-library loans service as well as other resources. Training on the library system and on new developments in our electronic resources are provided regularly. Staff receive an update from the library weekly.

All grades of staff are represented on a Staff Committee, which meets on a quarterly basis. The Staff Committee reports to all staff and seeks feedback on proposed policies and issues.

**Monitoring Progress and Improving Service**

The FSAI is committed to monitoring and improving its services.

It does this through:

- Customer surveys to determine the level of satisfaction with services:
  - We carry out an extensive evaluation of our advice-line service every two years. Under the scope of this customer action plan, a third party evaluation will be carried out on our advice-line service in 2014 and again in 2016. This evaluation will consist of a telephone survey, an online survey and a 'mystery shopper' exercise
  - Our website is also evaluated every two years to determine user satisfaction. An evaluation will be carried out on our website in 2014 and again in 2016 which will include external and internal online surveys. A detailed analysis of various web metrics is carried out on an ongoing basis with an extensive report produced annually
  - An internal survey to determine staff satisfaction with our library and information service is carried out every two years
- Acting on suggestions for improvement from customers, where practicable:
  - While the level of satisfaction expressed by our customers in relation to our advice-line service was very high in previous surveys, some useful suggestions for improvement were made and were acted upon. This will continue to be the case going forward with future surveys
- Consulting with internal staff:
  - Feedback from staff throughout the FSAI, at different grades and from different divisions, is taken into account and suggestions for improvement acted upon. Working groups are set up where necessary to discuss and review various services
  - During 2014 and 2016 internal staff will be given the opportunity to comment on our website through online surveys

- Customer service training:
  - We recognise that effective training in customer services is essential if we are to achieve our goal of delivering an efficient and quality service. The Performance Management and Development System in place in the FSAI reviews the necessary skills and training needs of staff to deliver this service
  - Frontline staff are all trained in customer service and will carry out further training on a bi-annual basis to refresh their current skills
- Direct contact with stakeholders through talks, presentations, media interviews and participation in trade events

When consulting with our stakeholders, we strive to ensure that the process is representative of the full range of our customers. We try to include customers from different geographical areas, and a broad range of food businesses, in different locations and of different sizes.

## Complaints Procedure

Customers who are not satisfied with the services provided by the FSAI or who believe the services they have received fall short of expectations, have a right to complain.<sup>6</sup>

The FSAI operates a formal procedure for dealing with customer complaints:

- All complaints will be acknowledged within ten working days and responded to in writing as soon as possible
- All complaints will be dealt with fairly and independently
- We will do our best to put things right if we have made a mistake

Complaints should be addressed to:

**Customer Feedback Coordinator**  
**Food Safety Authority of Ireland**  
**Abbey Court**  
**Lower Abbey Street**  
**Dublin 1**

**Telephone:** 01 8171300

**Email:** customerfeedback@fsai.ie

If customers are not satisfied with the way in which a complaint has been handled, they have a right to appeal. Appeals can be sent to:

**Customer Appeals**  
**Food Safety Authority of Ireland**  
**Abbey Court**  
**Lower Abbey Street**  
**Dublin 1**

or by email to [customerappeals@fsai.ie](mailto:customerappeals@fsai.ie).

The FSAI will ensure its staff and customers are fully aware of the appeals process to follow.

If however, the outcome of the FSAI appeals procedure is not satisfactory, a customer has the right of further appeal to the Office of the Ombudsman.<sup>7</sup>

**Office of the Ombudsman**  
**18 Lower Leeson Street**  
**Dublin 2**

**Telephone:** 01 6395600/1890 223030

**Email:** ombudsman@ombudsman.ie

<sup>6</sup> Complaints relate to the quality of the service provided by the FSAI, and not to dissatisfaction concerning a particular decision made by an enforcement officer.

<sup>7</sup> The Ombudsman (Amendment) Act 2012 brought over 180 additional public bodies, including the FSAI, under the remit of the Ombudsman with effect from 1 May 2013.

## Appendix 1

### Customer Charter

**Our mission is to protect consumers' health and consumers' interests by ensuring that food consumed, produced distributed or marketed in the State meets the highest standards of food safety reasonably attainable and that people have accurate and worthwhile information about the nature of the food they eat.**

**We are fully committed to providing our customers with an efficient, timely, professional and courteous service.**

### Our Customers

The Food Safety Authority of Ireland (FSAI) has a wide range of customers, to include consumers, food business operators and their staff, media, personnel from food related non-Governmental organisations, food and nutrition consultants, students, researchers, trainers, personnel from official agencies and Government departments and FSAI staff.

This charter sets out the standards of service you, as a customer, can expect to receive when contacting the FSAI (reception, advice-line, info@fsai.ie, rapidalert@fsai.ie, facebook, Twitter and Information Centre<sup>8</sup>.)

### Our Promise to You

We will:

- Deal with you, our customer, promptly, efficiently and to the best of our ability
- Provide clear and accurate information
- Be polite, friendly and fair in our dealings with you
- Set real and achievable targets and monitor performance against the achievement of those targets
- Consult with our customers on a regular basis in order to evaluate our services
- Treat our customers equally and with respect
- Protect any personal information you give us
- Inform you of your rights and entitlements
- Provide redress when you have a complaint

<sup>8</sup> If a customer contacts the FSAI using another means, i.e. direct dial telephone number, other email address, the principles outlined in this Customer Charter cannot be guaranteed.

## The Service You Can Expect From Us



**Telephone  
Advice-line – 1890 33 66 77  
Reception – 01 8171300**

- Our reception telephone is operated Monday to Friday from 8:30am to 5:30pm. Our advice-line operates from 9:00am to 5:00pm, weekdays
- We have provided a lo-call number (1890 336677) to make it easy for you to call us
- We will identify ourselves when we answer a telephone call
- Our aim is to answer at least 90% of calls within 15 seconds, during business hours. If however, your call is transferred to voicemail, we will respond to your voice message within three hours
- If you leave a voice message outside of office hours, we will respond to your message within the first three hours of the next working day
- Where it is necessary to transfer your call, we will tell you the name of the person to whom you are being transferred and ensure that person is briefed on the nature of your call
- We will try to answer your query immediately. If we cannot do this, we will respond to your query within five working days
- We will respect your privacy and treat your enquiry or complaint in confidence



**Email (info@fsai.ie, rapidalert@fsai.ie)**

- We will respond to your enquiry to info@fsai.ie fully within five working days, and your notification to rapidalert@fsai.ie within two working days, where possible
- Where it is not possible to respond fully within the time frame specified above, e.g. where an enquiry requires considerable research or expertise, you will be advised that this is the case and when you should expect a full response to your enquiry
- All our email correspondence will include a contact name, telephone number and email address
- We will strive to ensure our email correspondence is clear and technical terms are explained
- Your enquiry or complaint will be dealt with in confidence



### **Letter (addressed 'Information Centre')**

- We will acknowledge receipt of your letter within five working days
- If possible, we will respond, in writing, to your enquiry within 15 working days. Where it is not possible to issue a full reply within 15 working days, you will be advised that this is the case and when you should expect a full response to your enquiry
- All our correspondence will include a contact name, address and telephone number
- Our written correspondence will be clear and technical terms will be explained
- We will help you as much as we can and give you as much clear and accurate information as we can
- Your enquiry or complaint will be dealt with in confidence



### **Visiting the FSAI**

- We will be available to meet punctually with you by appointment, within normal office hours
- Our facilities will be well maintained and suitable for meeting with you
- We will deal with your enquiry as soon as possible
- We will ensure our offices are clean and safe, and comply with health and safety standards
- Your enquiry or complaint will be dealt with in confidence, respecting your privacy
- We will be polite, courteous and helpful to you
- If you wish to call into our Information Centre without an appointment, one of our staff members will meet you within five minutes



### **Website ([www.fsai.ie](http://www.fsai.ie))**

- Our website will be maintained up-to-date
- We will ensure the information on our website is clear and accurate, and where possible, technical terms will be explained
- We will strive to make our website easy to access and navigate
- Our website will be user-friendly and accessible, catering for a wide range of browsers
- A mobile version of our website is available
- The website will be maintained in compliance with the Website Accessibility Initiative (WAI), Level 2
- Users will have facilities for making an enquiry or complaint via the website
- Enquiries or complaints made via the website will be responded to within five working days
- The website will offer the facility to subscribe to sections which may be of interest to you



### **Social Media**

- We will update our social media platforms (facebook and Twitter) with relevant information as it becomes available
- We will respond to questions/queries posed on social media as soon as we can, but within one working day
- We ask that you do not post names of food businesses or products on the FSAI's pages. If they are posted, they will be removed
- We will review all comments and will remove any that are inappropriate or offensive

## Access for People with Disabilities

- We will ensure that there is access for people with disabilities, which is maintained to a high standard
- If you have a disability and inform us of your intention to visit the FSAI, we will provide all the necessary assistance and information you will require to comfortably and safely access the building
- We will ensure that information produced by the FSAI, where possible, is available in a suitable format for people with disabilities
- We will maintain our website in compliance with the Website Accessibility Initiative (WAI), Level 2

## Help Us to Help You

In order to help us to provide the best service we can, please:

- Quote any relevant reference numbers when you telephone us, or on any written correspondence
- Ensure to include your name, address and a daytime telephone number or email address on your correspondence
- Be as clear as possible about your enquiry or complaint and give us as much detail as possible
- Provide full and accurate information
- Make comments, complaints or suggestions about the services you receive
- Respond to any customer survey or questionnaire that we may ask you to take part in
- Treat our staff politely and with respect

## We Value Your Opinion

Let us know when things go wrong, when you get a good service or if you have suggestions to improve our service.

To do this:

- Log onto our website, [www.fsai.ie/about\\_us/contact\\_us](http://www.fsai.ie/about_us/contact_us)
- Email: [info@fsai.ie](mailto:info@fsai.ie), [customerfeedback@fsai.ie](mailto:customerfeedback@fsai.ie)
- Call us on 1890 33 66 77 or 01 8171300
- Call into our office in Abbey Court, Lower Abbey Street, Dublin 1
- Write to: Customer Services, Food Safety Authority of Ireland, Abbey Court, Lower Abbey Street, Dublin 1

## How to Complain

If you are not satisfied with the services provided by the FSAI or you believe the services you have received fall short of what is outlined in this Charter, you have a right to complain. All formal complaints will be acknowledged within ten working days and responded to in writing as soon as possible. All complaints will be dealt with fairly and independently. We will do our best to put things right if we have made a mistake.

Complaints should be addressed to:

**Customer Feedback Coordinator**  
**Food Safety Authority of Ireland**  
**Abbey Court**  
**Lower Abbey Street**  
**Dublin 1**

**Telephone:** 01 8171300

**Email:** [customerfeedback@fsai.ie](mailto:customerfeedback@fsai.ie)

If customers are not satisfied with the way in which a complaint has been handled, they have a right to appeal. Appeals can be sent to:

**Customer Appeals**  
**Food Safety Authority of Ireland**  
**Abbey Court**  
**Lower Abbey Street**  
**Dublin 1**

or by email to [customerappeals@fsai.ie](mailto:customerappeals@fsai.ie).

The FSAI will ensure its staff and customers are fully aware of the appeals process to follow.

If, however, the outcome of the appeals procedure is not satisfactory, a customer has the right of further appeal to the Office of the Ombudsman.<sup>9</sup>

**Office of the Ombudsman**  
**18 Lower Leeson Street**  
**Dublin 2**

**Telephone:** 01 6395600/1890 223030

**Email:** [ombudsman@ombudsman.ie](mailto:ombudsman@ombudsman.ie)

<sup>9</sup> The Ombudsman (Amendment) Act 2012 brought over 180 additional public bodies, including the FSAI, under the remit of the Ombudsman with effect from 1 May 2013.

### Freedom of Information

The FSAI complies fully with the terms of the Freedom of Information Act, 1997 (as amended). We will make every effort to provide you with as much information as possible informally, without resort to the terms of the Act. However, should you wish to make a formal request under the Act, you should email the Freedom of Information Officer, [foi@fsai.ie](mailto:foi@fsai.ie).

### Feedback

The FSAI is committed to evaluating and improving its services. We will evaluate our services on a regular basis and may contact you for your feedback. To help us improve our services, we would appreciate if you would take the time to respond truthfully and fully to any customer survey or questionnaire that we may ask you to take part in, either written, online or by telephone.

### How to Contact Us

**Postal address:**

Food Safety Authority of Ireland  
Abbey Court  
Lower Abbey Street  
Dublin 1

**Telephone:** 01 8171300

**Advice Line:** 1890 33 66 77

**Fax:** 01 8171301

**Email:** [info@fsai.ie](mailto:info@fsai.ie)

**Website:** [www.fsai.ie/about\\_us/contact\\_us](http://www.fsai.ie/about_us/contact_us)

**Facebook:** [www.facebook.com/FSAI](http://www.facebook.com/FSAI)

**Twitter:** @FSAIinfo

Our office is open from 9am to 5pm, Monday to Friday. Our reception is open from 8:30am to 5:30pm, weekdays.





**Food Safety Authority of Ireland**

Abbey Court  
Lower Abbey St  
Dublin 1

Advice Line: 1890 336677

Tel: 01 817 1300

Email: [info@fsai.ie](mailto:info@fsai.ie)

Website: [www.fsai.ie](http://www.fsai.ie)

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