



## Customer Charter





The Sea Fisheries Protection Authority (SFPA) was established on the 1st of January 2007 under the Provisions of The Sea Fisheries and Maritime Jurisdiction Act 2006.

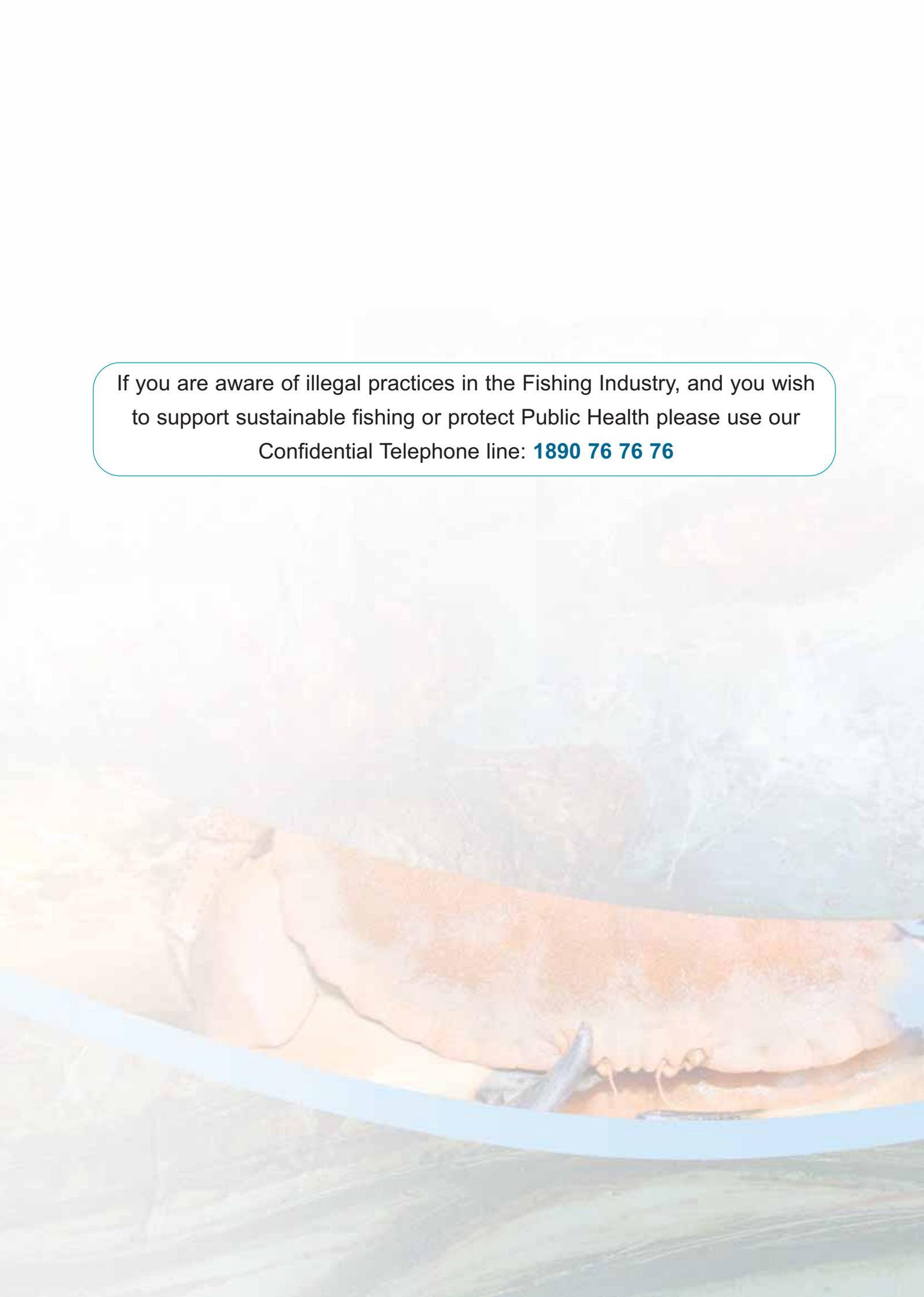
The SFPA is the Competent Authority for the Enforcement of Sea Fisheries Protection and Seafood Safety Legislation on the island of Ireland and throughout Irish Territorial Waters.

The SFPA is committed to providing a service which is consistent, fair and courteously delivered at all times.

The effective and fair implementation of legislation requires SFPA and our customers to recognise certain basic rights and responsibilities.

This Charter sets out the standards of service which I and my colleagues in the SFPA are committed to delivering.

Peter Whelan.  
Executive Chairman.  
Sea Fisheries Protection Authority



If you are aware of illegal practices in the Fishing Industry, and you wish to support sustainable fishing or protect Public Health please use our Confidential Telephone line: **1890 76 76 76**



## *Our Mission*

The Sea Fisheries Protection Authority's mission is to enforce Sea Fisheries Conservation legislation and Seafood Safety legislation fairly and consistently to ensure that the marine fish and shellfish resources from the waters around Ireland are exploited sustainably and may be consumed safely for the long-term benefit of all.

## *Our Customers*

The Sea Fisheries Protection Authority has a wide range of customers, including the food industry, the marine fishing industry, the marine aquaculture industry, the media, members of the general public and personnel from state agencies and government departments.

## *Consistency, Equity and Confidentiality*

The Sea Fisheries Protection Authority will enforce legislation fairly, reasonably and consistently. While the Sea Fisheries Protection Authority conducts regular inspections to detect and deter illegal activity it welcomes the support from the general public in doing its work. The Sea Fisheries Protection Authority will treat the information you give us in confidence and ensure that it will not be used or disclosed except as provided for by law.

## *Courtesy and Consideration*

In your dealings with the Sea Fisheries Protection Authority you can expect to be treated courteously, with consideration and in a non-discriminatory way. In return the staff and officials of the Sea Fisheries Protection Authority expect to be treated with courtesy and to receive all reasonable cooperation.

## *Feedback*

In order to obtain significant feedback on our service we have added a 'Send Feedback' form to our website which can be completed as often as one might wish. Suggestions on how we could improve our service can also be emailed to [info@sfpa.ie](mailto:info@sfpa.ie).



## *The Service you can expect from us:*

### **When contacting us by telephone (01 6783636) we aim to:**

- Answer 90% of phone calls within 30 seconds.
- If your call is transferred to our voicemail we will respond to your message within one working day.
- Be helpful and courteous and provide you with as much information as possible. However if we cannot deal with your query immediately we will take your details and call you back within one working day.
- When we become aware that there may be a delay in dealing with your query we will tell you about the delay and the reason for it.
- Outside office hours telephone calls will be diverted to voicemail and any messages will be responded to within one working day.
- Our opening hours and any specific dates on which the office may be closed will be clearly indicated on our telephone answering service.
- We will respect your privacy and treat your enquiry or complaint in confidence.

### **When contacting us by e-mail ([info@sfpa.ie](mailto:info@sfpa.ie)) we aim to:**

- Acknowledge your e mail within two working days and we will respond to your enquiry within five working days. If the preparation of a reply requires more than five working days we will inform you of this.
- We will ensure all our e mail correspondence includes a contact name, telephone number and e mail address.
- We will ensure our e mail correspondence is clear and technical terms are explained.
- When your enquiry is relevant to a department or agency other than the SFPA we will forward your query and inform you that we have done so and to whom it has been forwarded.



## *The Service you can expect from us: (continued)*

### **When contacting us by letter or fax we aim to:**

*(SSPA H.Q., Unit G, West Cork Technology Park, Clonakilty, Co Cork Fax: 023 59720)*

- Acknowledge receipt of all such correspondence within five working days of receiving same.
- Issue a substantive reply to a query within twenty working days where information is readily available. Where this is not possible we will advise you of the reasons for the delay.
- Ensure that correspondents are aware that complex matters and matters of a legal nature can require longer time frames.
- Provide a contact name, address and telephone number in all correspondence issued and ensure that correspondence does not go unanswered when individual staff members are absent from the office.
- All replies to queries will be in a clear, concise and easily understood manner.

### **When calling to any of our Offices we aim to:**

- Ensure that the reception area is properly staffed during office opening hours.
- Ensure that you are seen punctually where appointments have been made.
- Treat all customers in a polite, courteous and fair manner.
- Provide facilities which are safe, accessible, and maintained to a high standard.
- Respect your privacy and confidentiality.

*(List of locations at end of this document)*



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

- We will strive to ensure that our website is kept up-to-date at all times.
- We will ensure the information on our website is clear and accurate, and where possible, technical terms will be explained.
- We will strive to ensure our website is easy to access and navigate.
- We will strive to maintain a user-friendly, accessible website.
- We will maintain our website in compliance with the Website Accessibility Initiative (WAI), Level 2.
- We will provide facilities for making an enquiry or complaint on our website.
- We will acknowledge enquiries or complaints made via the website within two working days, and will issue a response to a query within 20 working days where information is readily available.

## *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.
- 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.



## *Internal Customers*

We recognise that all staff of the SFPA are internal customers. In order to provide a quality customer service to them we will endeavour to:

- Ensure that they are properly supported and consulted with regard to service delivery.
- Ensure that all staff are aware of the supports available to them both through their line managers and Heads of Section.
- Ensure that all staff are aware of ongoing developments within the Sea Fisheries Protection Authority by maintaining effective internal channels of communication.
- Ensure that as far as possible staff training needs are met both in regard to the work of the Sea Fisheries Protection Authority and in the furtherance of their careers.
- Provide a mentor to support all new staff when starting work in the Sea Fisheries Protection Authority.

## *Official Languages*

Where you request to be dealt with in Irish we will do our best to facilitate you. We aim to:

- Reply in Irish where correspondence is received in Irish.
- Publish key documents in Irish and English.
- Meet our commitments under the Official Languages Act 2003.

## *Freedom of Information*

When you require access to records held by the SFPA, we will make as much as we can readily available to you. Where this is not possible, you can apply for access to records which you believe are held by the SFPA under the Freedom of Information Acts 1997 and 2003. Freedom of Information requests should be made in writing, stating that the request is being made under the Acts and addressed to the SFPA Headquarters in Clonakilty.



## Measuring our Performance

We will use a range of tools to measure our performance, including:

- Feedback and suggestions from our customers on an ongoing basis.
- Benchmarking our performance against previous results.
- Using internal management systems e.g. correspondence tracking systems.

We will report on how well we achieve the standards set out in this charter in our Annual Report. This report will be available in hard copy from The Sea Fisheries Protection Authority (01 6783636, email [info@sfpa.ie](mailto:info@sfpa.ie)) or electronically via our website.

## How to Complain

If you are unhappy with the service provided to you, you have the right to complain. We believe the most effective and fastest way to resolve a complaint and achieve a satisfactory resolution is to deal with the issue at the point where the service was provided. We therefore aim to:

- Deal with all complaints in an open, objective and fair manner.
- Ensure that customers with a complaint have access to the line manager of the unit concerned at the initial stages of the complaint.
- Ensure that all formal complaints are acknowledged within 10 working days and responded within 20 working days.
- Where the subject matter of your complaint raises complex issues, we will keep you informed of the extended timeframe required.

Availing of our complaints procedure will not prejudice your rights to raise issues with the Ombudsman or lodge, within the statutory time limit, a formal complaint to the Complaints Officer as provided for under Section 48 of The Sea Fisheries and Maritime Jurisdiction Act 2006.



# Sea-Fisheries Protection Authority Contact Us...

- Killybegs**  
 Fishery Harbour Centre, The Pier, Killybegs, Co. Donegal  
 T: 074 9731264  
 F: 074 9731819  
 Killybegs@sfpa.ie
- Ros an Mhil**  
 Lán-Ionad Ros a Mhil, Ros a Mhil, Co. na Gaillimhe.  
 T: 091-572405  
 F: 091- 572585  
 Rossaveal@sfpa.ie
- Galway**  
 Ross House, Dock Road, Galway.  
 T: 091-568313  
 F: 091-568316  
 sfpa\_info@sfpa.ie
- Howth**  
 Auction Hall, West Pier, Howth, Co. Dublin  
 T: 01-8321910  
 F: 01-8321911  
 Howth@sfpa.ie
- An Daingean**  
 An CaladhAn, Daingean, Co. Chiarrai.  
 T: 066-9152122  
 F: 066-9151489  
 Dingle@sfpa.ie
- Leeson Lane**  
 Leeson Lane, Dublin 2.  
 T: 01- 6782000  
 F: 01- 6782339  
 sfpa\_info@sfpa.ie
- Dunmore East**  
 Harbour Office, Dunmore East, Co. Waterford.  
 T: 051-383135  
 F: 051-383045  
 Dunmore@sfpa.ie
- Cork, Mahon**  
 Oak House, Bessboro Road, Mahon, Cork.  
 T: 021 - 4515100  
 F: 021 - 4515121  
 sfpa\_info@sfpa.ie
- Clonakilty HQ**  
 West Cork Technology Park, Clonakilty Co. Cork.  
 T: 01-6783636  
 F: 023 59720  
 sfpa\_info@sfpa.ie
- Castletownbere**  
 Harbour Office, Castletownbere, Co. Cork.  
 T: 027- 70439  
 F: 027- 70094  
 Castletownbere@sfpa.ie



Confidential Line: 1890 76 76 76  
 E: info@sfpa.ie W: www.sfpa.ie