



Department of Foreign Affairs
CUSTOMER CHARTER

An Roinn Gnóthaí Eachtracha
CAIRT CHUSTAIMÉARA

Introduction

The Department of Foreign Affairs is committed to providing all our customers with a high standard of service in accordance with the principles of Quality Customer Service approved by Government.

The Department has a wide range of customers including individual members of the public, elected representatives, other Government Departments and Offices, the Embassies and Consulates of other countries, international organisations and many other voluntary and representative bodies and organisations. The Department also provides a range of specific services (Passport, Visa, Consular) to the public at its offices in Ireland

Réamhrá

Tá rún daingean ag an Roinn Gnóthaí Eachtracha seirbhís den scoth a thabhairt dár gcustaiméirí uile de réir na bPrionsabal um Sheirbhísí Ardchaighdeáin Chustaiméara atá ceadaithe ag an Rialtas.

Tá réimse leathan custaiméirí ag an Roinn, ar a bhfuil baill aonair den phobal, ionadaithe tofa, Ranna agus Oifigí eile Rialtais, Ambasáidí agus Consalachtaí tíortha eile, eagraíochtaí idirnáisiúnta agus go leor comhlachtaí agus eagraíochtaí eile, idir dheonach agus ionadaíoch. Lena chois sin, soláthraíonn an Roinn réimse sainseirbhísí (um Pasanna, Víosáí agus Chonsalacht) don phobal ina chuid oifigí in Éirinn agus trína líonra d'Amasáidí agus de Chonsalachtaí thar lear.

and through its network of Embassies and Consulates abroad.

This Charter sets out the standards of service we aim to provide to our customers. It has been prepared following a public consultation process that included a web-based customer service survey and a survey of passport office customers.

We intend to measure and evaluate our performance against these standards and to report on our performance each year in our Annual Report, which will be available on our website.

Sa Chairt seo leagtar amach na caighdeáin seirbhíse atá ar aigne againn a thabhairt dár gcustaiméirí. Ullmhaíodh é tar éis dul i gcomhairle leis an bpobal. Sa phróiseas sin rinneadh suirbhé custaiméirí le cabhair an ghréasáin agus suirbhé eile custaiméirí oifigí na bpassanna.

Tá ar intinn againn éifeacht ár bhfeidhmíochta a thomhas agus a mheasúnú ar bhonn na gcaighdeán seo, agus tuairisceoidimid ar ár n-éifeacht gach bliain inár dTuarascáil Bhliantúil, a bheidh le fáil ar ár suíomh gréasáin.

Contact by Telephone

If you contact us by telephone we will endeavour to:

- answer your call as promptly as possible;
- give you our name and our area of work when we answer your call;
- be courteous and helpful to you at all times;
- answer your query in full; if we cannot do so immediately, we will take your details and call you back as soon as possible;
- respond to all voicemail messages promptly;
- make it as easy as possible for you to contact us by providing Lo Call access to both the Department and to updated 24 hour recorded general information on passport services.

Teagmháil Teileafóin

Má theagmhaíonn tú linn ar an teileafón, féachfaimid:

- le do ghlaio a fhreagairt chomh luath agus is féidir;
- lenár n-ainm agus ár réimse oibre a rá leat nuair a fhreagraímid do ghlaio;
- le cúirtéis agus cabhair a thabhairt duit i gcónaí;
- le freagra iomlán a thabhairt duit; agus má théann dinn é sin a dhéanamh láithreach, glacfaimid do shonraí uait agus glaofaimid ar ais ort a luaithe is féidir;
- le gach teachtaireacht guthphoist a fhreagairt gan mhoill;
- lena dhéanamh éasca duit, oiread agus is féidir, teagmháil linn trí ghlaio Lo Call a chur ar an Roinn agus tríd an bhfaisnéis ghinearálta is déanaí um sheirbhísí pas a fháil ar taifead 24 uaire sa lá.

Written Correspondence

If you send us a letter, fax or e-mail we will endeavour to:

- ensure you receive a full reply within 20 working days; if we cannot provide a full reply within this period, we will write to you explaining why and tell you when you can expect a full reply;
- include a contact name, reference number (where appropriate) and other contact details (telephone, FAX, e-mail) when replying;
- write to you in simple and clear language and avoid using technical terms unless absolutely necessary.

Applications for Passport Visa and Consular Services

If you are applying for a passport, a visa or another consular service we will endeavour to:

- issue application forms on the same day you request them;

Comhfhreagras i Scríbhinn

Má chuireann tú litir, facs nó ríomh-phost chugainn, féachfaimid:

- lena chinntiú go bhfaighfidh tú freagra iomlán laistigh de 20 lá oibre; mura féidir linn freagra iomlán a chur chugat laistigh den tréimhse sin, scríobhfaimid chugat a rá cén fáth agus cathain is féidir leat bheith ag súil le freagra iomlán;
- le hainm teagmhála, uimhir thagartha (mar is cuí) agus sonraí teagmhála eile (teileafón, facs, r-phost) a chur chugat lenár bhfreagra;
- scríobh chugat go simplí soiléir, agus téarmaí teicniúla a sheachaint ach amháin nuair nach bhfuil aon dul as.

Iarratais ar Sheirbhísí Pas, Víosa agus Consalachta

Má tá pas, víosa nó seirbhís eile chonsalachta uait, féachfaimid:

- leis na foirmeacha iarratais a chur chugat ar an lá a lorgaíonn tú iad;

- issue passports within 10 working days in response to properly completed "Passport Express" or counter applications, and within 20 working days for applications received by ordinary post;
- process applications for visas as promptly as possible, in cooperation with the Department of Justice, Equality and Law Reform,
- process applications for other consular services (e.g. Irish citizenship based on marriage or descent, authentication of public documents for use abroad, etc) as quickly and efficiently as possible.

Visitors to the Department

If you visit us in person we will

- treat you with courtesy, respect your privacy and be fair in our dealings with you.
- meet you at the agreed time if you have an appointment.
- endeavour to provide appropriate facilities for meetings.

- le pasanna a eisiúint laistigh de 10 lá oibre tar éis iarratas atá comhlánaithe i gceart a fháil trí "Passport Express" nó ag an gcuntar, agus laistigh de 20 lá oibre má thagann sé tríd an ngnáthphost;
- le hiarratais ar víosaí a phróiseáil chomh luath agus is féidir, i gcomhar leis an Roinn Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí;
- le hiarratais ar sheirbhísí eile consalachta (mar shampla, saoránacht Éireannach ar bhonn pósta nó sleachta, doiciméid phoiblí a fhíordheimhniú le haghaidh úsáid thar lear, srl.) a phróiseáil chomh tapa agus chomh héifeachtach agus is féidir;

Cuairteoirí chun na Roinne

Má thagann tú chugainn go pearsanta:

- pléifimid leat le cúirtéis, caomhnóimid do phríobháideacht, agus gheobhaidh tú cothrom na féinne uainn i do ghnó.
- buailfidimid leat ag an am cinnte má tá coinne déanta agat roimh ré.

- strive to keep our public offices clean and tidy, ensuring that they meet health and safety standards.
- serve customers calling in person to our passport, visa and consular services offices in an orderly fashion and as promptly as possible
- do our best to meet customers' needs in genuine emergencies (e.g. passports required at short notice to meet travel dates)

Provision of Information

- We will strive to provide comprehensive and up-to-date information on our policies and services, both on our website and in print format, in clear and simple language.
- We will ensure that our application forms and information leaflets regarding our passport and consular services are simple and easy to understand.

- féachfaimid le háiseanna cuí le haghaidh cruinnithe a chur ar fáil.
- déanfaimid ár ndícheall ár n-oifigí a choinneáil glan slachtmhar, ag cinntiú go bhfuil siad de réir caighdeáin sláinte agus sábháilteachta.
- déanfaimid freastal ar chustaiméirí pearsanta inár n-oifigí pas, víosa agus seirbhísí consalachta ar bhealach eagartha agus chomh gasta agus is féidir.
- déanfaimid ár ndícheall riachtanais chustaiméirí a shásamh in am na fíorphráinne (mar shampla, pasanna de dhíth go luath géar i gcomhair dátaí taistil).

Soláthar Faisnéise

- Déanfaimid gach iarracht faisnéis chuimsitheach den chineál is déanaí a chur ar fáil maidir lenár mbeartais agus seirbhísí, i bhfocail shoiléire shimplí, ar ár suíomh gréasáin agus i scríbhinn araon.
- Cinnteoidimid go mbeidh ár bhfoirmeacha iarratais agus ár mbileoga eolais maidir lenár seirbhísí pas agus consalachta go simplí sothuigthe.

Service through Irish

- We will make every effort to accommodate customers who wish to conduct their business with the Department through Irish
- Correspondence received in Irish will be answered in Irish.
- We will publish simultaneously in Irish and English key documents including our Strategy Statements, Annual Reports and Customer Service Action Plans.
- We will ensure that application forms are available in both Irish and English
- Material in Irish will also be included on our website.
- We will meet our other commitments under the Official Languages Act 2003.

Equality / Diversity

- We are committed to providing a service to our customers that upholds their rights to equal treatment established by equality legislation.

Seirbhís i nGaeilge

- Déanfaimid ár ndícheall riar ar chustaiméirí ar mian leo gnó a dhéanamh leis an Roinn i nGaeilge.
- Comhfhreagras a fhaighimid i nGaeilge, freagróimid é i nGaeilge.
- Foilseoimid i nGaeilge agus i mBéarla, san am céanna, doiciméid bharrthábhachtacha, ar nós ár Ráitis Straitéise, ár dTuarascálacha Bliantúla agus ár bPleananna Gníomhaíochta um Sheirbhís don Chustaiméir.
- Cinnteoidimid go mbeidh foirmeacha iarratais ar fáil i nGaeilge agus i mBéarla araon.
- Beidh ábhar i nGaeilge ar fáil ar ár suíomh gréasáin chomh maith.
- Comhlíonfaimid na ceangaltais eile atá orainn faoi réir Acht na dTeangacha Oifigiúla 2003.

Comhionannas / Éagsúlachas

- Táimid geallta ar sheirbhís a chur ar fáil dár gcustaiméirí atá de réir a ceart freastal cothrom a

- We will aim to ensure that our services and facilities are accessible to all our customers, including those with special needs.

Consultation and Feedback

- We welcome your comments and suggestions on this Charter and on how we can improve our service in the future.
- If you would like to comment or make a suggestion please write to the Customer Service Officer or e-mail to customer.service@dfa.ie

Complaints

- We are ready to address complaints from customers who are dissatisfied with the quality of services or the way in which they are delivered by the Department at Headquarters or at an Embassy or a Consulate abroad.

fháil mar atá sa reachtaíocht chomhionannais.

- Tá sé mar aidhm againn go mbeidh ár seirbhísí agus ár n-áiseanna ar fáil go héasca ag ár gcustaiméirí go léir, agus daoine le riachtanais faoi leith san áireamh.

Comhchomhairliúchán agus Aiseolas

- Cuirfimid fáilte roimh do thuairimí agus do mholtaí i dtaobh na cairte seo agus ar conas is féidir linn ár seirbhís a fheabhsú amach anseo.
- Más maith leat tuairim a nochtadh nó moladh a dhéanamh, scríobh le do thoil chuig an Oifigeach um Sheirbhís Chustaiméara nó cuir r-phost chuig: customer.service@dfa.ie

Gearáin

- Táimid ullamh chun cluas a thabhairt do ghearáin ó chustaiméirí atá míshásta le caighdeán na seirbhísí nó leis an gcaoi a gcuirtear iad ar fáil ag an Roinn, nó ag Ambasáid nó Consalacht thar lear.

- A complaint should be made in the first instance to a local supervisor in the area concerned. If you are not satisfied with the response you receive and wish to make a formal written complaint you can write the Customer Service Officer, Department of Foreign Affairs, 80 St. Stephen's Green, Dublin 2 who will reply promptly after investigating the matter.
- We will deal with you fairly and impartially and we promise that your complaint will not affect how we will treat you in the future.

Monitoring and Evaluation

- We will measure and evaluate our performance against the commitments in our Charter.
- We will report on our performance in our Annual Report, which will be available on our website.

- Sa chéad áit, is cóir gearán a dhéanamh le maoirseoir áitiúil sa réimse lena mbaineann an scéal. Mura mbíonn tú sásta leis an bhfreagra a fhaigheann tú agus gur mian leat gearán fhoirmiúil i scríbhinn a dhéanamh, tig leat scríobh chuig an Oifigeach um Sheirbhís Chustaiméara, An Roinn Gnóthaí Eachtracha, 80 Faiche Stiabhna, Baile Átha Cliath 2. Cuirfidh an tOifigeach freagra chugat gan mhoill tar éis an scéal a fhiosrú.
- Déileálfaimid leat go cothrom neamhchlaonta agus geallaimid duit nach gcuirfidh do ghearán isteach ar an gcaoi a riarfaimid ort am ar bith amach anseo.

Monatóireacht agus Measúnú

- Déanfaimid éifeacht ár bhfeidhmíochta a thomhas agus a mheasúnú ar bhonn na ngealltanais atá inár gCairt.
- Tuairisceoidimid ar ár bhfeidhmíocht inár dTuarascáil Bhliantúil, a bheidh le fáil ar ár suíomh gréasáin.

Help Us to Help You

You can help us to provide you with a high quality customer service if you:

- Fill in all forms fully and accurately, sign them and ensure that all supporting documents are included when posting or handing in applications.
- Apply in good time for Passports, Visas and other Consular Services
- Quote any relevant reference number in all communications with us.
- Treat our staff courteously, as you would wish to be treated yourself.
- Make comments or suggestions about the service you receive.

Cuidigh Linn Cuidiú Leat

Is féidir leat cuidiú linn seirbhís chustaiméara ardchaighdeáin a thabhairt duit ach:

- Foirmeacha a chomhlánú go hiomlán cruinn i gcónaí; iad a shíniú agus deimhin a dhéanamh de go bhfuil na doiciméid thacaíochta go léir istigh leo nuair a chuireann tú iarratais isteach sa phost nó de láimh.
- Iarratas a dhéanamh in am agus i dtráth le haghaidh Pasanna, Víosáí agus Seirbhísí eile Consalachta.
- Uimhreacha tagartha a bhaineann le do chás a lua i ngach scríbhinn chugainn.
- Déileáil lenár bhfoireann mar ba mhaith leat go ndéileálfai leat féin.
- Tuairimí agus moltaí a thabhairt dúinn maidir leis an tseirbhís a fhaigheann tú.

Where to Get More Information

This Charter is available in electronic format on our website www.dfa.ie, where details regarding our other services, policies and contact information are also available.

Where to find us

The Department's Headquarters is:
Iveagh House, 80 St. Stephen's Green Dublin 2.

Our other main offices are located at:

- 76/78 Harcourt Street, Dublin 2
(Corporate Services, European Union Division);
- Bishop's Square, Redmond Hill, Dublin 2
(Development Cooperation Ireland);
- Hainault House, 69/71 St. Stephen's Green
(Passport and Consular, Legal and Cultural Divisions and the Change Management and Training Unit);

Mar ar Féidir Leat Tuilleadh Faisnéise a Fháil

Tá an Chairt seo ar fáil i bhfoirm leictreonach ar ár suíomh gréasáin www.dfa.ie mar a bhfuil sonraí le fáil freisin i dtaobh ár seirbhísí eile, ár mbeartais agus faisnéis teagmhála.

Conas teacht orainn

Tá Ceanncheathrúna na Roinne ag:
Teach Uíbh Eachach, 80 Faiche Stiabhna, Baile Átha Cliath 2.

Tá ár bpríomhoifigí eile ag:

- 76/78 Sráid Fhearchair, Baile Átha Cliath 2
(Seirbhísí Corparáideacha, Rannán an Aontais Eorpaigh);
- Cearnóg an Easpaig, Cnoc Réamoinn, Baile Átha Cliath 2 (Comhoibriú um Fhorbairt, Éire);
- Teach Hainault, 69/71 Faiche Stiabhna
(Rannáin Pasanna agus Consalachta, Dlí agus Cultúir, agus an tAonad Bainistíochta Athruithe agus Oiliúna);

Contact Details

Public Offices

Passport Office

Dublin: Molesworth Street, Dublin 2

Cork: 1a, South Mall

Visa Office

Department of Foreign Affairs, Visa Office, Burgh Quay, Dublin 2

Consular Services

Hainault House, 69/71 St. Stephen's Green, Dublin 2

Dublin Offices

Our Main Telephone Number is **(01) 4780822**

or **Lo Call 1890 426700**.

If you know the extension number of the officer you wish to speak with you may contact him/her directly by dialling **(01) 408 + extension**.

Passport Office

The Cork office deals with applications from people residing in Munster. The Dublin office deals with all other applications

Dublin: Enquiries (01) 6711633 or Lo Call 1890 426888

E-mail: passportdublin@dfa.ie

Cork: Enquiries (021) 4944700 or Lo Call 1890 426900

E-mail: passportcork@dfa.ie

Recorded Information (24 hour service):

(01) 6797600 or Lo Call 1890 426800

Visa Office

Enquiries (2:30pm – 4:00pm): (01) 6331000

E-mail: visa@dfa.ie

Consular Services

Documentation Authentication (01) 4082174

Civil Letter of Freedom (01) 4082568

Irish Citizenship by descent (01) 4082555

Travel Advice, Welfare of Prisoners, Assistance Abroad

(01) 4082308 (01) 4082585 (01) 4082302

(01) 4082833

E-mail: consular@dfa.ie

Website

The Department's website is www.dfa.ie

Development Cooperation Ireland also has a website at

www.dci.gov.ie

The Passport Office can be accessed at www.passport.ie

A list of the Departmental Offices abroad, including Embassies, Consulates and Honorary Consulates, can be found on the Department's website.

Sonraí Teagmhála

Oifigí Poiblí

Oifig na bPasanna

Baile Átha Cliath: Sráid Theach Laighean, Baile Átha Cliath 2
Corcaigh: 1a, An Meall Theas

Oifig na Víosaí

An Roinn Gnóthaí Eachtracha, Oifig na Víosaí, 13/14 Cé de Búrc,
Baile Átha Cliath 2

Seirbhísí consalachta

Teach Hainault, 69/71 Faiche Stiabhna, Baile Átha Cliath 2

Oifigí i mBaile Átha Cliath

Is é ár bPríomhuimhir Theileafóin ná **(01) 4780822**
nó **Lo Call 1890 426700**

Má tá uimhir folíne an oifigigh agat lenar mian leat labhairt, is féidir leat dul i dteagmháil leis/léi go díreach ach **(01) 408 + folíne** a dhiailliú.

Oifig na bPasanna

Déileálann an oifig i gCorcaigh le hiarratais ó dhaoine a chó-naíonn i gCúige Mumhain. Déileálann an oifig i mBaile Átha Cliath leis na hiarratais eile go léir.

Baile Átha Cliath: Fiosruithe (01) 6711633 nó Lo Call 1890 426888
R-phost: passportdublin@dfa.ie
Corcaigh: Fiosruithe (021) 4944700 or Lo Call 1890 426900
R-phost: passportcork@dfa.ie

Faisnéis ar taifead (seirbhís 24 uaire):
(01) 6797600 or Lo Call 1890 426800

Oifig na Víosaí

Fiosruithe (2:30pm – 4:00pm): (01) 6331000
R-phost: visa@dfa.ie

Seirbhísí Consalachta

Fíordheimhniú Doiciméad (01) 4082174
Litreachar Saoirse Sibhialta (01) 4082568
Saoránacht Éireannach ar bhonn sleachta (01) 4082555
Comhairle um Thaisteal, Leas Príosúnach, Cúnamh Thar Lear
(01) 4082308 (01) 4082585 (01) 4082302 (01) 4082833

R-phost: consular@dfa.ie

Suíomh Gréasáin

Is é suíomh gréasáin na Roinne ná www.dfa.ie
Tá suíomh gréasáin freisin ag Comhar Forbraíochta Éireann
ag www.dci.gov.ie
Is féidir teacht ar Oifig na bPasanna ag www.passport.ie

Tá liosta oifigí na Roinne thar lear, lena n-Airítear Ambasáidí, Consalachtaí agus Consalachtaí Oinigh, ar fáil ar ár suíomh gréasáin.