

## Customer Charter

### Introduction

The Marine Institute is the national agency responsible for Marine Research, Technology Development and Innovation (RTDI). We seek to assess and realise the economic potential of Ireland's 220 million acre marine resource; promote the sustainable development of marine industry through strategic funding programmes and essential scientific services; and safeguard our marine environment through research and environmental monitoring.

Our Vision is a “*thriving maritime economy in harmony with the ecosystem and supported by the delivery of excellence in our services.*”

### Our commitments to you

#### Contact by Telephone

If you telephone us...

- We will answer all calls from 8:30am to 5:45pm Monday to Friday (apart from public holidays).
- Your call will be answered politely and as promptly as possible and we will endeavour to respond to the call within twenty seconds whenever possible.
- We will identify ourselves and our area of work.
- And the person a caller wishes to speak to is unavailable, we will give the option of either leaving a message with us or being put through to voicemail.
- We will be helpful and courteous and provide you with as much information as possible.

#### Contact by Written Correspondence

If you contact us by letter or e-mail...

- We will acknowledge your correspondence within 3 working days of receiving your communication.
- We will ensure that all correspondence contains a contact name, telephone number, reference number (where appropriate), fax number and e-mail address.
- We will ensure that all correspondence is written in plain language using technical and official terms only when is absolutely necessary.

#### Personal Callers

If you call to see us...

- You will be treated with respect and courtesy, ensuring that there is no discrimination on grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Travelling Community.
- If you have an appointment you will be received promptly once a member of staff is notified of your arrival and we will do our best to accommodate you if you don't have an appointment.
- We will provide appropriate facilities for meetings and ensure that our offices are safe, clean and accessible.

### **Service through Irish**

- We will make every effort to accommodate customers who telephone or visit the Marine Institute and who wish to conduct their business in Irish without detriment to the speed or quality of service that is provided.
- Correspondence received in Irish will be responded to in Irish.
- Key publications will be published simultaneously in Irish and English and will be included on the Marine Institute website [www.marine.ie](http://www.marine.ie)
- We will continue to up skill and train staff in the Irish Language at all locations.
- We will meet our commitments under the Official Languages Act 2003.

### **Information**

- We will provide our customers with clear, accurate, timely and up-to-date information on our policies, procedures, and services.
- We will maintain an accessible, comprehensive and up-to-date website ([www.marine.ie](http://www.marine.ie)).
- We will use clear simple language in all our documents/application forms/information brochures/leaflets.

### **Complaints Procedure**

We welcome and encourage all customers to provide us with feedback and all customers have the right to complain if the service you receive from us does not meet the standards set out in this Charter. If you are dissatisfied with a decision in relation to services for which a statutory right of appeal does not exist you have the right to appeal. The complaints procedure is as follows:

- If you have a complaint it can be logged via the MI web site and will be dealt with by the Human Resource Manager.
- Your complaint will be acknowledged within 2 working days, the relevant section will respond to you within 15 working days.
- We will consider your complaint fairly and objectively and if it is upheld, we will give you an explanation and apology and will rectify the situation.
- We will ensure to take on board any lessons learned from our customers' complaints.
- You can also submit a complaint by writing to the Human Resource Manager in Oranmore, Galway.

### **Where to find us/Contact Details**

The Marine Institute Headquarters is based in Rinville, Oranmore, Co Galway  
Telephone (091)387200

(You can contact a staff member directly, if you know their extension number, by replacing the last four digits of the phone number with the extension you require)

Our other main offices are located at:

80 Harcourt Street,  
Dublin 2  
(01) 4766500

Furnace  
Newport,  
Co Mayo  
(098) 42300

The Marine Institute also has a number of port & regional locations around the country (see our website [www.marine.ie](http://www.marine.ie))

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

Email address [institute@marine.ie](mailto:institute@marine.ie)  
Staff e-mail: [firstname.lastname@marine.ie](mailto:firstname.lastname@marine.ie)