

BIM CUSTOMER CHARTER



Bord Iascaigh Mhara
Irish Sea Fisheries Board

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Role of BIM

BIM is the state agency with primary responsibility for developing the Irish Sea Fishing and Aquaculture industries. BIM/Irish Sea Fisheries Board was established under the Sea Fisheries Act 1952.

The policies and programmes to pursue BIM's mission are determined by the Board of BIM and are set out within the framework of the Government and EU policies and within available resources.

A primary objective of BIM policy is to expand the volume, quality and value of output from the seafish and aquaculture sectors. BIM's approach is to focus on the opportunities for growth in these sectors, while seeking to alleviate constraints that impede development.

BIM provides a range of services including advisory, financial, technical, marketing and training supports to all sectors on the Irish seafood industry. The four development divisions of BIM deliver these services through a number of integrated programmes. The programmes are funded from the Exchequer, the European Commission and charges for services.

Mission Statement

"To lead the sustainable development of a competitive, market-led, innovative and quality driven Irish seafood industry, thereby maximising the returns to industry stakeholders and the socio-economic contribution to communities in coastal regions and Ireland as a whole."

Customer Charter

BIM is committed to providing an efficient and courteous service to all its customers. This charter sets out the nature and quality of services which clients and members of the public can expect having regard to the services delivered by Bord Iascaigh Mhara.

Official Languages Act 2003

We will liaise with the Department of Community, Rural and Gaeltacht Affairs (DCRGA) so as to ensure compliance in relation to implementing the requirements of this legislation, the primary objective of which is to ensure better availability and a higher standard of public services through Irish or bilingually (Irish and English).

Communication Standards

Our service delivery to our clients involves providing support, advice, direction and guidance in all aspects of the industry.

In order to provide best quality customer service to our clients, we strive to provide the following standards in the delivery of that service:

Telephone Services

We are committed to:

- Ensuring that our main contact number will be manned from 9am to 5pm, Monday to Friday.
Telephone: 01-2144100
Fax: 01-2841123
- Where extensions are unattended, voice mail will record your message or transfer you to reception.
- Voicemails will be responded to promptly.
- Enquiries will be dealt with as soon as possible in a courteous manner.

Written Correspondence

We are committed to:

- Acknowledge receipt of all such correspondence within 5 working days of receiving same
- Provide a substantive reply within 20 working days. Where this is not possible, a communication will be made explaining the position before the 20 day period expires
- Ensuring that all letters are on company headed paper, bearing a contact name, telephone number, fax number and email address.

Contacting Us Via Email

The BIM website (www.bim.ie) has been developed to provide a wealth of information on sea fishing, fish farming, available training, marketing and items of consumer interest. Items of student interest are available and press releases can be downloaded from the site.

Where you contact us by email, we will endeavour to respond to your query as soon as possible. Where there is a delay in dealing with the query we will inform you of the reason for that delay.

Personal Callers

- We will be available to meet punctually with clients, by appointment, during normal office hours and, where it is unavoidable, we will try to be flexible outside office hours.
- We will treat you in a polite, courteous and fair manner.
- We will ensure that our reception area is properly staffed during office opening hours.
- We will provide appropriate facilities for meetings and ensure that our offices are clean, safe and accessible.
- We will ensure access to people with disabilities. Where you have any concerns or special needs, please let us know how we may help.

Our Website

We will ensure that our website is kept up to date, and contains information relevant to our client base. We will monitor and take account of client inputs to the online feedback facility which enables clients to record their views about the quality of the website at webmaster@bim.ie

Information

We will provide our customers with clear and accurate information that is relevant to their enquiry. We will provide prospective grant applicants with eligibility criteria and appropriate information and explain exactly what is required in applications forms and ask only relevant questions. We will make decisions as quickly as possible, giving our reasons for them.

Privacy and Confidentiality

All our dealings with our customers in the provision of advice, information and support is conducted in a private and confidential manner to the customer.

Equal Status Policy

Our services are provided to our customers in an impartial and courteous manner with due regard to equality legislation.

Complaints

If you are unhappy with the quality of the service you have received you have a right to complain. If it is not possible to resolve the complaint with the staff member or section with whom you have been dealing, you can address your complaint to the Secretary, BIM, PO Box 12, Crofton Road, Dun Laoghaire, Co. Dublin.

All complaints received will be acknowledged within 5 working days and responded to within 20 working days. Complaints shall be dealt with promptly, fairly and impartially.

If your complaint is upheld and/or we have made a mistake, we will rectify it as quickly as possible and offer an explanation and apology. In cases where a customer is not satisfied with the outcome or handling of a complaint, the matter can be appealed to the Chief Executive who will implement a review process, the outcome of which will be advised to the appellant.

Feedback

We regard feedback as the key to understanding the needs and expectations of our customers and welcome and encourage you to provide us with feedback. We encourage staff to use their day-to-day contact with customers as a means of gathering feedback on the quality of service provided.

Location

Head Office

BIM House
PO Box 12
Crofton Road
Dun Laoghaire
Co. Dublin

Regional Offices

North West Coast Office
The Pier
Killybegs
Co. Donegal

BIM
New Docks Road
Galway

East Coast Office
West Pier
Howth
Co. Dublin

National Fisheries College
Greencastle
Co. Donegal

Regional Fisheries Centre
Castletownbere
Co. Cork

BIM France
Maison d'Irlande
33 rue de Miromesnil
75008 Paris
France

BIM Germany
Roland Strasse 44
40476 Dusseldorf
Germany

BIM Spain
Casa de Irlanda
Paseo de la Castellana 46 3A
Planta 28046
Spain