



## **BORD IASCAIGH MHARA**

### **PROCEDURES FOR PROVISION OF INFORMATION TO MEMBERS OF THE OIREACHTAS**

#### **Dedicated E-Mail Address**

Bord Iascaigh Mhara ("BIM") maintains a dedicated email address for Oireachtas members – [Oireachtas.queries@bim.ie](mailto:Oireachtas.queries@bim.ie)

#### **Response Times**

BIM will acknowledge all queries from members of the Oireachtas within two working days. Acknowledgements will include contact details for the official dealing with the query.

All queries will be dealt with as quickly as possible, but a response will be issued no later than fourteen days after the query is received.

The Board Secretary has responsibility for ensuring the timely provision of information to the Houses of the Oireachtas and their members.

#### **Escalation**

If a member of the Oireachtas wishes to appeal a decision or escalate a matter, they may forward their request to the Director of Corporate Services within BIM.

#### **Feedback and Reporting**

BIM will undertake periodic surveys to obtain feedback from Oireachtas members on the effectiveness of this policy.

BIM will report on compliance standards annually in our annual report.