

CUSTOMER ACTION PLAN

PLEAN GNÍOMHAÍOCHTA CUSTAIMÉIRÍ



OPW

The Office of Public Works
Oifig na nOibreacha Poiblí

Our Mission Statement

To deliver, in support of Government policies, high quality customer services in property, flood risk management, general procurement and heritage in the most sustainable, efficient, and economic way possible.

Ráiteas Misin

Seirbhísí do chustaiméirí ar ardchaighdeán maidir le maoin, bainistíocht riosca tuile, soláthar ginearálta agus oidhreacht a sheachadadh, mar thaca le beartais an Rialtais, sa tslí is inbhuanaithe, is éifeachtúla, is eacnamúla agus is indéanta

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The Office Of Public Works (OPW) – About Us

Oifig Na n-Oibreacha Poiblí (OOP) – Fúinne

Mission

The Mission of the OPW, as set out in our Statement of Strategy is:

“To deliver, in support of Government policies, high quality customer services in property, flood risk management, general procurement and heritage in the most sustainable, efficient, and economic way possible.”

The OPW is first and foremost a service organisation. It's ethos is client focus, timely delivery and value for money in a sustainable manner.

Customers

As it is a service organisation the OPW has a strong customer focus and as a result the majority of its staff are employed in operational and front line areas responding to customer needs. Our customers are Government, other Departments, Offices and Agencies and, ultimately, the public.

Services

Our core services are property maintenance, property management, architectural services, flood risk management, engineering services, heritage services, project management and procurement services. We also deliver a facilities and building management service, an art management service and conference and event management.

Business Units

The operations of the OPW are carried out by eight Business Units:

- Project Management Services
- Property Maintenance Services
- Property Management Services
- Architectural Services
- Flood Risk Management
- Engineering Services
- National Procurement Services
- Heritage Services

The Business Units are supported centrally by the Corporate Services Division. Corporate Services include elements such as Human Resource Management, Financial Services, ICT Services and other supports necessary for the day to day operations of the Office.

Misean

Is é Misean OOP, mar atá leagtha amach inár Ráiteas Straitéise ná:

“Seirbhísí do chustaiméirí ar ardchaighdeán maidir le maoin, bainistíocht riosca tuile, soláthar ginearálta agus oidhreacht a sheachadadh, mar thaca le beartais an Rialtais, sa tslí is inbhuanaithe, is éifeachtúla, is eacnamúla agus is indéanta.”

Eagraíocht seirbhíse í OOP sa chéad dul síos. Tá fócas ar chliaint, seachadadh tráthúil agus luach ar airgead ar bhealach inbhuanaithe mar éiteas aige.

Custaiméirí

Toisc gur eagraíocht seirbhíse é OOP tá sí dírithe go mór ar a chuid custaiméirí agus dá bharr tá formhór na foirne fostaithe i réimsí gníomhaíochta agus cumarsáide duine le duine chun freastal ar riachtanais na gcustaiméirí. Is iad ár gcustaiméirí an Rialtas, Ranna eile, Oifigí agus Gníomhaireachtaí agus, ag deireadh tháir, an pobal.

Seirbhísí

Is iad ár seirbhísí lárnacha ná cothabháil maoin, bainistíocht maoin, seirbhísí ailtireachta, bainistíocht riosca tuilte, seirbhísí innealtóireachta, seirbhísí oidhreachta, bainistíocht tionscadal agus seirbhísí soláthair. Cuirimid ar fáil chomh maith seirbhís bhainistíocht tógála, seirbhís bhainistíocht ealaíne agus bainistíocht saoráidí agus imeachtaí.

Aonaid Ghnó

Ocht nAonaid Ghnó a fheidhmíonn oibríochtaí OOP:

- Seirbhísí Bhainistíocht Tionscadal
- Seirbhísí Chothabháil Maoine
- Seirbhísí Bhainistíocht Maoine
- Seirbhísí Ailtireachta
- Bainistíocht Riosca Tuilte
- Seirbhísí Innealtóireachta
- Seirbhísí Soláthair Náisiúnta
- Seirbhísí Oidhreachta

Faigheann na hAonaid Ghnó tacaíocht lárnach ón Roinn Sheirbhísí Corparáideacha. Áirítear mar Sheirbhísí Corparáideacha gnéithe mar Bhainistíocht Acmhainní Daonna, Seirbhísí Airgeadais, Seirbhísí TFC agus tacaíocht de chineálacha eile atá riachtanach d'oibríochtaí na hOifige ó lá go chéile.

Contacting the OPW

The OPW's Headquarters has relocated to Trim in Co. Meath as part of the Government's decentralisation plan. We also have offices and sites located right across the country.

All contact details for the OPW are located at **Appendix 1**.

Dul i dteagmháil le OOP

Tá Ceannáras OOP athlonnaithe in mBaile Átha Troim, Co. na Mí mar chuid de phlean díláraithe an Rialtais. Thairis sin, tá oifigí agus láithreacha againn atá suite ar fud na tíre.

Tá fáil ar na sonraí teagmhála uile d'OOP in **Aguisín 1**.

Implementing the 12 principles of quality customer service

Feidhmiú an 12 prionsabal de sheirbhís ardchaighdeáin do chustaiméirí

A key objective of the Modernisation Programme of the Irish Public Service is the achievement of an excellent service for customers at all levels. Twelve quality customer service principles outlined in **Appendix 2**, set out in broad terms, the level of commitment to customer service that should be aspired to. The commitments that this Office endeavours to achieve, to progress the implementation of these principles, are outlined below. Queries relating to the implementation of our Customer Action Plan and Customer Charter should be addressed to:

Úna Ní Fhaircheallaigh
Policy Unit
OPW
Jonathan Swift Street
Trim
Co. Meath

Tel: 046 942 6082
eMail: una.nifhaircheallaigh@opw.ie

or:

Cathriona Cooney
Policy Unit
OPW
Jonathan Swift Street
Trim
Co. Meath

Tel: 046 942 6028
eMail: cathriona.cooney@opw.ie

1. Quality Service Standards

A key part of the delivery of a Quality Customer Service relates to the way in which staff at this office interact with their customers. We place great emphasis in our action plan on the timeliness and manner of our response to customers either on the telephone, in writing or face to face.

The standards our customers can expect in these areas are set out in **Appendix 3**.

We have in tandem with this Action Plan, published a Customer Charter. The Customer Charter is a short statement describing the levels of service a customer can expect from this Office. It is an easy-to-read document in the form of a leaflet and complements

Ceann d'eochair-spricanna Chlár Nuachóirithe na Seirbhíse Poiblí Éireannaí is ea baint amach sár-sheirbhís do chustaiméirí ar gach leibhéal. Leagtar amach sa dá phrionsabal déag seirbhís ardchaighdeáin do chustaiméirí, atá le fáil in **Aguisín 2**, an leibhéal tiomantais do sheirbhís chustaiméara ar chóir díriú air. Tá an tiomantas, atá an Oifig seo ag iarraidh a bhaint amach, chun an prionsabail úd a chur chun cinn, leagtha amach thíos. Ba chóir ceisteanna maidir le cur i bhfeidhm ár bPlean Gníomhaíochta Custaiméirí agus/nó ár gCairt Chustaiméirí a sheoladh chuig:

Úna Ní Fhaircheallaigh
Aonad na mBeartais
OOP
Sráid Jonathan Swift
Baile Átha Troim
Co. na Mí

Fón: 046 942 6082
rPhoist: una.nifhaircheallaigh@opw.ie

Cathriona Cooney
Aonad na mBeartais
OOP
Sráid Jonathan Swift
Baile Átha Troim
Co. na Mí

Fón: 046 942 6028
rPhoist: cathriona.cooney@opw.ie

1. Caighdeáin do Sheirbhís ar Ardchaighdeán

Cuid lárnach de Sheirbhís Archchaighdeáin a sheachadadh is ea an tslí ina bpléann foireann na hoifige seo lena gcustaiméirí. Leagaimid an-bhéim inár ngníomhphlean ar thráthúlacht agus ar an mbealach ina dtugtar freagra ar ár gcustaiméirí ar an teileafón, i scríbhinn nó aghaidh ar aghaidh.

Tá na caighdeáin, ar féidir lenár gcustaiméirí bheith ag súil leo sna réimsí seo, leagtha amach in **Aguisín 3**.

Taobh leis an bPlean Gníomhaíochta seo d'fhoilsíomar Cairt an Chustaiméara. Ráiteas gairid í an Chairt an Chustaiméara ina leagtar amach na leibhéalacha seirbhíse ar féidir le custaiméirí bheith ag súil leo ón Oifig seo. Doiciméad soléite í i bhfoirm bileoige agus comhlánaíonn sí an Plean Gníomhaíochta. Beidh fail ar

the Action Plan. The Customer Charter will be made available at reception areas in our Public Offices and on the OPW website www.opw.ie.

A copy of our Customer Charter is reproduced at **Appendix 4**.

The OPW has achieved ISO accreditation for its main business processes. ISO provides an independent assurance that the service provided by the OPW to its customers conforms to a high agreed standard. The accreditation is independently certified and the business areas are audited annually to ensure that standards are maintained.

ISO accreditation presents a challenge to all business units to maintain and enhance quality of service and product which are top priorities of the OPW. In addition, it provides a tool for the OPW to utilise for systematic continuous improvement in all aspects of its operations.

2. Equality/Diversity

We are committed to treating all our customers equally, while ensuring equality of opportunity, access and outcome under the nine grounds of gender, marital status, family status, age, disability, race, sexual orientation, membership of the Traveller Community and religious belief.

We have

- Fully supported the social inclusion of people with disabilities under the Disability Act 2005;
- Established an Equality Unit within the OPW. The Unit concentrates specifically on the full range of equality issues and proactively promotes awareness and best practice across the OPW;
- Provided Training, Information Seminars and Conferences on Equality issues within the OPW and included Equality Awareness on the agenda for the OPW Induction Training Programmes;
- Appointed a Disability Liaison Officer (DLO) within the OPW's Equality Unit (Appendix 1).
- Participated in the Willing Able Mentoring (WAM) Programme – which is a Programme to assist graduates with disabilities in sourcing meaningful employment.
- Prepared a Dignity at Work and In House Policy on bullying and harassment. Staff have volunteered,

an gCairt an Chustaiméara ag na hionaid fháilte inár nOifigí Poiblí agus ar shuíomh gréasain OOP, www.OPW.ie.

Tá macasamhail de chóip dár gCairt Chustaiméara in **Aguisín 4**.

Tá creidiúnú an ISO bainte amach dá phríomh-phróisis ghnó. Tugann an ISO dearbhú neamhspleách go bhfuil an tseirbhís a thugann OOP dá chustaiméirí ag teacht le hardchaighdeán réamhaontaithe. Dearbhaítear an creidiúnú go neamhspleách agus déantar iniúchadh bliantúil ar na réimsí gnó le cinntiú go bhfuiltear ag cloí leis na caighdeáin.

Soláthraíonn creidiúnú an ISO dúshlán do gach aonad gnó caighdeán na seirbhíse agus an táirge a choinneáil agus a fheabhsú. Príomhthosaíochtaí an OOP iad seo. De bhreis air sin, cuireann sé uirlis ar fáil d'OOP chun gach gné dá oibríochtaí a fheabhsú go sistéamach.

2. Comhionannas/Éagsúlacht

Táimid tiomnaithe chun plé lenár gcustaiméirí uile go cothrom agus, ag an am céanna, cothromas deiseanna, rochtana agus toraidh a chinntiú faoi naoi mbunanna – inscne, stádas pósta, stádas teaghligh, aois, míchumas, cine, claonadh gnéasach, bheith mar dhuine den Lucht Siúil agus creideamh reiligiúnda.

Táimid i ndiaidh

- Tacú go hiomlán le cuimsiú sóisialta do dhaoine le míchumas faoin Acht um Míchumas 2005;
- Aonad Comhionannais a bhunú taobh istigh d'OOP. Dírionn an tAonad go sonrach ar an raon iomlán de cheisteanna comhionannais agus bíonn sé gníomhach i gcothú tuisceana agus dea-cheachtadh thar OOP.
- Oiliúint, Seimineáir agus Comhdhálacha Eolais ar cheisteanna Comhionannais taobh istigh d'OOP a chur ar fáil agus Tuiscint ar Chomhionannas a chur ar an gclár do Chláir Oiliúint Insealbhaite OOP;
- Oifigeach Idirchaidreamh Míchumais [OIM] a cheapadh taobh istigh d'Aonad Comhionannais OOP (Aguisín 1).
- Páirt a ghlacadh i gClár Willing Able Mentoring (WAM) – ar chlár é chun cuidiú le céimithe, a bhfuil míchumas orthu, chun fostaíocht bhríoch a aimsiú.
- Polasaí Dínite san Ionad Oibre agus Inmheánach a ullmhú faoi bhulaíocht is faoi chiapadh. Chuir

and been trained, for the role of contact person under Positive Working which is a key part of the anti bullying and harassment policy.

comhaltaí den fhoireann iad féin ar fáil agus oileadh iad faoi Obair Dhearfach, ar eochair-ghné é den pholasaí in éadan bulaíochta is ciaptha.

We will

- Continue to ensure that no-one is discriminated against by virtue of their membership of any of the groups covered by the nine categories;
- Continue to make appropriate provision for diversity of needs and circumstances. Our policies and services will be designed to ensure that the rights established by equality legislation and the Disability Act are fully respected;
- Work towards fully implementing the “Code of Practice” for the employment of people with a disability in the Irish Civil Service published by the Equality Unit, Department of Finance;
- Continue to ensure that our staff with special needs are fully catered for;
- Monitor on an on-going basis the effectiveness of our services in dealing with equality, diversity and disability issues.

Rudaí a dhéanfaimid:

- Leanfaimid de bheith ag cinntiú nach ndéanfar leithcheal ar aon duine toisc é a bheith in aon cheann de na grúpaí atá cuimsithe faoin naoi gcatagóir;
- Leanfaimid de bheith ag déanamh soláthair mar is cuí d'éagsúlacht riachtanas agus toisca. Pleanálfar ár bpolasaithe is ár seirbhísí le bheith cinnte go n-aithneofar go hiomlán na cearta úd atá sonraithe faoi reachtaíocht is faoi Acht Míchumais.
- Féachfaimid leis an “gCód Cleachtais”, faoi fhostú daoine míchumasacha i Státseirbhís na hÉireann, a d'fhoilsigh Aonad Comhionannais na Roinne Airgeadais, a chur i bhfeidhm go hiomlán;
- Leanfaimid de bheith ag cinntiú go bhfreastalaítear go hiomlán ar ár mbaill foirne atá faoi riachtanais speisialta;
- Déanfaimid monatóireacht ar bhonn leanúnach ar éifeacht ár seirbhísí chun déileáil le comhionannas, éagsúlacht agus ceisteanna míchumais.

3. Physical Access

OPW is responsible, through its involvement in the Universal Access Programme, for ensuring that the principle of equality of access for all customers of the Civil Service is given practical effect by projects to provide such access at all Government Offices. Under section 26(2) of the Disability Act 2005, the role of Access Officer was established within the OPW's Equality Unit. The Access Officer's responsibilities include providing, arranging for, and coordinating, assistance and guidance, to persons with disabilities accessing services provided by this Office.

A one day OPW Heritage Disability Equality Training Programme is being implemented for Managers at our Heritage sites. The Programme's objectives include giving Managers a better understanding of the key concepts of disability, equality and diversity and of the requirements of the disability legislation. Managers will acquire skills to overcome barriers and promote accessibility through inclusion and equality for all.

3. Rochtain Fhisiceach

Trí bheith rannpháirteach sa Chlár Uilíoch Rochtana, tá an OOP freagrach as deimhin a dhéanamh de go mbíonn feidhm le prionsabal chomhionannas rochtana i gcás custaiméirí uile na Státseirbhíse trí dul i mbun tionscadal chun rochtain ar Oifigí uile an Rialtais a chinntiú. Faoi alt 26(2) den Acht Míchumais 2005, bunaíodh ról an Oifigigh Rochtana taobh istigh d'Aonad Comhionannais an OOP. I measc freagrachtaí an Oifigigh Rochtana tá cúnaimh agus treoir a sholáthar, a shocrú agus a chomhordú do dhaoine faoi mhíchumas atá ag iarraidh teacht ar sheirbhísí a sholáthraíonn an Oifig.

Tá Clár Oiliúna Oidhreachta Aon Lae faoi Chomhionannas Míchumais á chur i bhfeidhm ag an OOP do Bhainisteoirí ag ár n-ionaid Oidhreachta. Áirítear i measc aidhmeanna an Chláir tuiscint níos fearr a thabhairt do Bhainisteoirí ar na coincheapa lárnacha a ghabhann le míchumas, comhionannas agus éagsúlacht, agus ar riachtanais na reachtaíochta faoi mhíchumas. Gheobhaidh Bainisteoirí scileanna chun constaicí a sháru agus inrochtaineacht a chur chun cinn trí chuimsitheacht agus chomhionannas do chách.

We will

- Continue to work towards the implementation of section 25 of the Disability Act 2005, whereby all areas of our Public Offices that need to be accessed by the public, are fully accessible by 2015;
- Ensure that any new buildings or premises will be designed and built to meet best practice in Universal design. We will, on a progressive basis, deal with older buildings and premises to ensure that they are also rendered accessible.
- Provide for improved access to protected structures and Heritage sites where possible, without compromising the integrity of the structure or site.

4. Information

We are committed to providing our customers with clear, accurate, comprehensive and up-to-date information on our policies, schemes and services. We will ensure that this information is available at all points of contact, and where possible, to make it available in formats which meet the requirements of customers with special needs and customers with a disability. In providing information to our customers we are also wholly committed to fulfilling our obligations under the Official Languages Act 2003.

The Freedom of Information Act 1997 and the Freedom of Information (Amendment) Act 2003 confer a number of legal rights on the general public to seek access to information. Should you wish to request information under the Freedom of Information Acts, you should contact our Freedom of Information Officer (Appendix 1), stating clearly that you are requesting information under the Acts.

We will:

- Endeavour to ensure that customers have access to information on our services without having to rely on the Freedom of Information Acts;
- Make every effort to deal outside the scope of the Acts in regard to simple requests made;
- Treat all requests impartially and equally, within the spirit and letter of the Acts;
- Ensure that any requests received and formally dealt with under the Acts are processed by us within the statutory 28 day deadline;

Rudaí a dhéanfaimid:

- Leanfaimid de bheith ag saothrú le halt 25 den Acht Míchumais 2005 a chur i bhfeidhm, i dtreo is go mbeidh gach áit inár n-Oifigí Poiblí ar gá don phobal dul isteach iontu, so aimsithe faoi 2015;
- Cinnteoidimid go ndearfar agus go dtógfar aon fhoirgneamh nó áitreabh nua ar dhóigh a bheidh ag teacht le dea-chleachtas i ndearadh Uilíoch. Pléifimid le sean-foirgnimh, ar bhealach forchéimnithe, le cinntiú go ndéanfar iadsan so-aimsithe chomh maith.
- Féachfaimid le rochtain níos fearr a chur ar fáil do struchtúir faoi chosaint agus d'ionaid Oidhreacht, gan bhaint de shláine an struchtúir nó an ionaid.

4. Eolas

Táimid tiomnaithe d'eolas soiléir, cruinn, cuimsitheach agus suas-chun-dáta a sholáthar d'ár gcustaiméirí faoinár bpolasaithe, ár scéimeanna agus ár seirbhísí. Cinnteoidimid go mbeidh fáil ar an eolas seo ag gach pointe teagmhála, agus nuair is féidir, i riocht a fhreastalóidh ar riachtanais ár gcustaiméirí faoi riachtanais speisialta agus ár gcustaiméirí faoi mhícumas. Agus eolas á sholáthar againn d'ár gcustaiméirí táimid tiomnaithe go hiomlán do chomhlíonadh ár ndualgais faoi Acht na dTeangacha Oifigiúla 2003.

Bronnann an tAcht um Shaoráil Faisnéise 1997 agus an tAcht um Shaoráil Faisnéise (Leasú) 2003 roinnt cearta dlíthiúla ar an bpobal i gcoitinne chun teacht ar eolas. Más mian leat-eolas a iarraidh faoi na hAchtanna um Shaoráil Faisnéise ba chóir duit dul i dteagmháil lenár nOifigeach um Shaoráil Faisnéise (Aguisín 1) agus a rá leis go soiléir go bhfuil tú ag iarraidh eolais faoi na hAchtanna.

Rudaí a dhéanfaimid:

- Féachfaimid le cinntiú go mbeidh teacht ag ár gcustaiméirí ar eolas faoinár seirbhísí gan aon ghá dóibh dul i muinín na nAchtanna um Shaoráil Faisnéise;
- Déanfaimid gach dícheall déileáil le hiarratais shimplí a dhéanfar taobh amuigh de scóip na nAchtanna;
- Déileálfaimid le gach iarratas go neamhchlaonta agus go cothrom taobh istigh de spiorad agus litir na nAchtanna;

Implementing the 12 principles of quality customer service Feidhmiú an 12 prionsabal de sheirbhís ardchaighdeán do chustaiméirí

- Try to ensure that all customers with whom we deal, have a clear understanding of their rights and obligations in regard to Freedom of Information in all their dealings with us.

The OPW website represents a substantial informational resource to customers, both internal and external.

We will:

- Complete the re-presentation of the OPW family of websites;
- Ensure that the websites conform to best standards for design, ease of use and practicality;
- Ensure that the information presented is relevant, accurate and up to date;
- Provide where appropriate and feasible, links from our websites to other relevant sources of information on the Internet;
- Maintain a contact point for users of the websites;
- Where possible, make information available in a variety of formats to suit user needs;
- Provide up to date press releases and publications for download;
- Provide facilities for queries comments and complaints;
- Ensure that static information on our websites is provided in English and Irish as websites are redesigned.

5. Timeliness and Courtesy

This Office is committed to delivering a quality service to all its customers by ensuring that they are dealt with in a timely fashion and treated with courtesy and sensitivity. The way in which we interact with our customers is the cornerstone of our customer service policy. Our Customer Charter sets out the standards of service that our customers can expect.

We will:

- Adhere to the key service standards set out in our Customer Charter;
- Deal with all enquiries promptly and efficiently and in a manner which is appropriate to the business environment;

- Cinnteoidimid go bpróiseálfar aon iarratais a fhaighimid, agus a bpléifear leis go foirmiúil faoi na hAchtanna, taobh istigh den teorainn ama 28 lá atá leagtha amach go reachtúil;
- Déanfaimid gach dícheall a chinntiú go mbíonn tuiscint shoiléir ar a gcearta is a ndualgais maidir le Saoráil Faisnéise ag na custaiméirí go léir in aon phlé a bhíonn acu linn.

Is acmhainn shubstaintiúil eolais do chustaiméirí, idir inmheánach is sheachtrach, iad suíomhanna gréasán an OOP.

Rudaí a dhéanfaimid:

- Ath-chur i láthair fhine shuíomh geasáin OOP a chríochnú;
- Cinnteoidimid go mbeidh na suíomhanna gréasán ag teacht leis na caighdeán is fearr deartha, éascaíocht úsáide agus praiticiúlachta;
- Cinnteoidimid go mbeidh an t-eolas a chuirfear ar fáil bainteach le hábhar, cruinn agus suas chun-dáta;
- Soláthróimid naisc le foinsí ábhartha eile eolais ar an Idirlíon ar ár suíomhanna gréasán, de réir mar is cuí agus is indéanta;
- Pointe teagmhála a choinneáil d'úsáideoirí na suíomhanna ghréasán;
- Cuirfimid ar fáil, nuair is féidir, eolas i raon formáidí, chun freastal ar riachtanais an lucht úsáide;
- Soláthróimid preaseisiúintí suas-chun-dáta agus foilseacháin ar féidir a íoslódáil;
- Soláthróimid áiseanna d'fhiosrúcháin, do bharúlacha agus do ghearáin;
- Cinnteoidimid go gcuirfear eolas seasta ar fáil ar ár suíomhanna gréasán i mBéarla is i nGaeilge nuair a ath-dhearfar na suíomhanna gréasán.

5. Tráthúlacht agus Cúirtéis

Tá an Oifig tiomnaithe do sheirbhís ardchaighdeán a chur ar fáil d'ár gcustaiméirí uile trína chinntiú go ndéileálfar leo ar bhealach tráthúil agus go gcaithfear leo le cúirtéis agus le híogaireacht. Tá an tslí ina bpléimid lenár gcustaiméirí ina bhunchloch ag ár bpolasaí seirbhíse do chustaiméirí. Leagtar amach inár gCairt do Chustaiméirí an caighdeán seirbhíse ar féidir lenár gcustaiméirí bheith ag súil leis.

- Provide full contact details on all written communications in order to eliminate contact delays
- Ensure that our staff give their full name and section when answering telephone calls;
- Deal with our customers in a respectful and sensitive manner;
- Provide a Customer Service module in our Induction Courses.

6. Complaints

While we make every effort to deliver our services in a way that renders complaints unnecessary, we accept that promised standards of service may not always be met and that mistakes can sometimes be made. We will maintain a transparent and easy to use system of dealing with formal complaints about the quality of services provided.

1. Should you wish to make a complaint about the service provided to you, you should, in the first instance, make contact with the Customer Service Officer for the particular Business Unit you are dealing with. (**Appendix 1.1**)

If your complaint is in relation to service delivery at Heritage sites, it can be made to the Guide or the Guide Supervisor on the site in question (Appendix 1). Where no guide service is available or if the complaint relates to another aspect of services offered by the Heritage Service, then the complaint should be made directly to the Customer Service Officer responsible for that area.

It will be a function of the Customer Service Officer to deal with the complaint and to present solutions for the resolution to any problems that arise between the service provider (OPW) and the Customer.

2. If a complaint still exists following step 1, the matter should be referred to the relevant Senior Manager. (**Appendix 1.3**)

We will:

- Undertake to deal with all complaints fairly and objectively in accordance with the facts of the case;
- Closely monitor the number and nature of

Rudaí a dhéanfaimid:

- Cloífidimid leis na bunchaighdeáin seirbhíse atá leagtha amach inár gCairt do Chustaiméirí.
- Déileálfaimid go tráthúil agus go héifeachtach le gach fiosrúchán agus ar shlí a bheidh ag teacht leis an timpeallacht ghnó;
- Soláthróimid sonraí iomlán teagmhála ar gach teachtaireacht scríofa le go seachnófaí aon mhoill teagmhála;
- Cinnteoidimid go dtabharfaidh gach ball foirne a ainm ina iomláine maille lena rannóg agus é ag freagairt an teileafóin;
- Déileálfaimid lenár gcustaiméirí ar dhóigh íogaireach agus ómósach;
- Soláthróimid modúl ar Sheirbhís do Chustaiméirí inár gCúrsaí Insealbhairthe.

6. Gearáin

Cé go ndéanaimid gach dícheall ár seirbhísí a sheachadadh ar shlí a fhágann nach mbíonn aon chúis ghearán ann, aithnímid go dtarlaíonn sé ó am go chéile nach sroichtear na caighdeáin chuí seirbhíse agus gur féidir botúin a dhéanamh. Tá córas follasach agus éasca againn chun déileáil le gearáin fhoirmiúla faoi chaighdeán na seirbhíse a sholáthaítear.

1. Má theastaíonn uait gearán a dhéanamh faoi chaighdeán na seirbhíse a cuireadh ar fáil duit, ba chóir duit, sa chéad dul síos, dul i dteagmháil leis an Oifigeach Seirbhíse do Chustaiméirí san Aonad Gnó lena bhfuil tú ag plé. (**Aguisín 1.1**)

Má bhaineann do ghearán le seachadadh seirbhíse ag ionaid Oidhreachta, is féidir é a dhéanamh leis an Treoraí nó leis an Maor Treorach ag an suíomh atá i gceist (Aguisín 1). Mura bhfuil seirbhís treorach ar fáil nó má bhaineann an gearán le gné eile de na seirbhísí a chuireann an tSeirbhís Oidhreachta ar fáil, ba chóir an gearán a dhéanamh leis an Oifigeach Seirbhíse do Chustaiméirí atá freagrach as an gceantar úd.

Beidh sé mar fheidhm ag an Oifigeach Seirbhíse do Chustaiméirí déileáil leis an ngearán agus réiteach a mholadh ar aon fhadhbanna a éiríonn idir an soláthraí seirbhíse (OOP) agus an Custaiméir.

complaints received and will use this information in effecting any necessary improvements to the quality of our services and decision-making;

- Give wide publicity to the complaints/appeals procedure through our website www.opw.ie.

7. Appeals

In the event that the complaint cannot be adequately dealt with following the complaints procedures set out above, complainants have recourse to the Ombudsman appeals procedure.

The Ombudsman has statutory authority to examine a complaint in relation to a decision of a public body where a complainant has taken reasonable steps to seek redress from the public body and has failed to obtain it.

The Ombudsman
18 Lower Leeson Street, Dublin 2

Tel: (01) 639 5600 (LoCall: 1890 22 30 30 *)
Fax: (01) 639 5674
E-mail: ombudsman@ombudsman.gov.ie
Web: www.ombudsman.gov.ie

We will:

- Undertake to deal with all appeals fairly and objectively in accordance with the facts of the case;
- Ensure full co-operation with the appeals procedure and provide prompt, accurate and complete information to the Ombudsman's Office as required.

2. Má tá ábhar gearáin fós ann tar éis céim 1 a ghlacadh ba chóir an cheist a chur faoi bhráid an Bhainisteora Shinsearaigh chuí (**Aguisín 1.3**)

Rudaí a dhéanfaimid:

- Geallfaimid go bpléifimid le gach gearán go cothrom agus go fuarchúiseach ar shlí a bheidh ag teacht le fíricí an cháis;
- Déanfaimid monatóireacht ghéar ar líon is ar nádúr na ngearán a fhaighimid agus úsáidfimid an t-eolas seo chun aon leasú riachtanach a dhéanamh ar chaighdeán ár seirbhísí agus is ár gcinnteoireacht;
- Déanfaimid an próiseas gearáin/achomhairc a phoibliú go forleathan ar ár suíomh gréasáin www.opw.ie.

7. Achomhairc

Sa chás nach féidir déileáil go hoiriúnach leis an ngearán tríd an bpróiseas gearáin atá leagtha amach thuas, is féidir le gearánaithe dul i muinín chóras achomhairc an Ombudsmain.

Tá údarás reachtúil ag an Ombudsman gearán faoi chinneadh atá glactha ag comhlacht poiblí a scrúdú sa chás go bhfuil céimeanna réasúnta glactha ag an ngearánaí chun sásamh a fháil ón gcomhlacht poiblí ach go bhfuil teipthe air é a fháil.

An tOmbudsman
18 Sráid Líosain Íoch., Baile Átha Cliath 2.

Teil: (01) 639 5600 (Íosghlao: 1890 22 30 30 *)
Facs: (01) 639 5674
R-phost: ombudsman@ombudsman.gov.ie
Suíomh Gréasáin: www.ombudsman.gov.ie

Rudaí a dhéanfaimid:

- Geallfaimid go bpléifimid le gach achomharc go cothrom agus go fuarchúiseach ar shlí a bheidh ag teacht le fíricí an cháis;
- Dearbhóimid comhoibriú iomlán leis an bpróiseas achomhairc agus soláthróimid eolas cruinn agus iomlán go tapa d'Oifig an Ombudsmain de réir mar a éilítear é.

* Be advised that charges from mobile phones to LoCall numbers may vary

* Tabhair faoi deara gur féidir praghsanna éagsúla a bheith ar ghlaonna ó fhóin phóca ar uimhreacha Lo Call

8. Consultation and Evaluation

The OPW has achieved ISO accreditation for each of its main business processes. These include: Project Management Services, Architectural Services, Flood Risk Management Services, Engineering Services, Property Management Services and Procurement Services.

Among the features of the systems now in place in the OPW, which have assisted us in achieving ISO accreditation, is an aim to provide ultimate customer satisfaction through the receipt of an enhanced standard of service that is on time, within budget and quality monitored. Systematic customer feedback at regular intervals during the lifetime of projects or provisions of services, forms an integral part of these systems.

We have and will continue to :

- Seek formal client feedback on completion of all architectural projects and use the information gained to assist with improving client services in that area;
- Hold quarterly meetings with property maintenance clients to formally review the work programmes which are being carried out. Carry out informal surveys at regional level on an on-going basis;
- Hold regular structured client feedback meetings with client Departments to discuss progress on work and to identify emerging priorities and seek formal client feedback on completion of all projects. This feedback is used to improve client services in the future;
- Carry out customer surveys at heritage sites around the country as an aid to planning and improving future service delivery at those sites;
- Ensure that Engineering Services continue to carry out landowner surveys to determine levels of satisfaction in that area of service;
- Be monitored on an annual basis to ensure that the standards expected from the services provided by this Office, are reached and maintained;
- Carry out internal surveys to determine the level of satisfaction of our internal customer with the support service we provide.

8. Comhchomhairle agus Meastóireacht

Tá creidiúnú ón ISO bainte amach ag OOP do gach ceann dá príomh-phróiseas gnó. Orthusan tá: Seirbhís Bhainistíocht Tionscadal, Seirbhísí Ailtreachta, Seirbhísí Bhainistíocht Riosca Tuilte, Seirbhísí Innealtóireachta, Seirbhísí Bhainistíocht Maoine, Seirbhísí Chothabháil Maoine agus Seirbhísí Soláthair.

I measc na ngnéithe sna córais atá i bhfeidhm faoi láthair in OOP, a bhí ina chabhair againn chun creidiúnú an ISO a bhaint amach, tá an aidhm ard-leibhéal sástachta a bhaint amach i measc na gcustaiméirí trí chaighdeán feabhsaithe seirbhíse a chur ar fáil atá tráthúil, taobh istigh den bhuiséad agus á mhonatóiriú ó thaobh caighdeán de. Dlúthchuid de na córais úd is ea aiseolas sistéamach, tráthrialta ó na custaiméirí le linn saolré tionscadal nó soláthar seirbhísí

Rudaí a dhéanaimid agus a leanfaimid orainn ag déanamh:

- Aiseolas foirmiúil a lorg ó na cliant nuair a chríochnaítear tionscadail ailtreachta agus leas a bhaint as an aiseolas chun seirbhísí do na cliant a fheabhsú sa réimse sin;
- Cruinnithe ráithiúla a ghairm le cliant chothabháil maoine chun na cláir oibre, atá ar lámha, a athbhreithniú. Suirbhéanna neamhfhoirmiúla a dhéanamh go rialta ar bhonn réigiúnach;
- Cruinnithe rialta aiseolais le cliant Ranna a ghairm chun dul chun cinn na hoibre a phlé leo agus chun tosaíochtaí, atá ag éirí aníos, a aithint agus chun aiseolas foirmiúil an chliant a lorg arna críochnú do gach tionscadal. Úsáidtear an t-aiseolas seo chun seirbhísí do chliant a fheabhsú san am atá le teacht;
- Suirbhéanna ar chustaiméirí a dhéanamh ag ionaid oidhreachta ar fud na tíre mar áis phleanála agus chun seachadadh seirbhísí ag na hionaid seo a fheabhsú sa toadhchais;
- Cinntimid go ndéanann Seirbhísí Innealtóireachta suirbhéanna ar úinéirí talaimh chun leibhéal na sástachta sa réimse sin seirbhíse a mheas;
- Déantar monatóireacht orainn go bliantúil le cinntiú go sroichte agus go gcloítear leis na caighdeán seirbhíse a bhfuiltear ag súil leo ón Oifig;
- Suirbhéanna inmheánacha a dhéanamh chun an leibhéal sástachta i measc ár gcustaiméirí inmheánacha lenár seirbhísí tacaíochta a mheas.

9. Choice

OPW is committed to providing a wider range of options to its customers. In terms of new technology, we are investing significantly to ensure maximum choice for those who need to deal with us.

We will:

- Through our e-strategy, aim to improve the range of options for customers, suppliers, staff and other stakeholders through the continued development and application of these technologies in the areas in which we operate. For example: e-procurement, e-tendering;
- Further enhance the quality of this Office's websites and update and broaden their content;
- Operate a voicemail service outside of normal office hours;
- In terms of offering choice through our physical presence, continue to use our Local Offices structure to deliver services to our Customers. Our offices are spread throughout Ireland to enhance local contact points (Appendix 1);
- Continue to provide a range of information/interpretative leaflets at our Heritage sites in English, in Irish and in continental European and world languages, where appropriate;
- Develop and improve our Flood Hazard Mapping Website which provides information to our customers, about the location of known flood events in Ireland.

10. Official Languages Equality

We are committed to improving the level of services available through Irish. In this regard we have introduced measures in support of compliance with the Official Languages Act, 2003 and the OPW's Irish Language Scheme prepared on foot of that Act.

We have

- Produced in Irish, our main publications for customers in relation to our Visitor and Heritage Centres, and as booklets come up for republication they are provided in Irish if not already available;
- Produced bilingually, all major corporate publications such as Annual Reports, Strategy

9. Rogha

Tá OOP tiomanta do raon níos leithne roghanna a chur ar fáil dá custaiméirí. Tá infheistíocht shuntasach á déanamh againn i nua-theicneolaíocht chun an raon roghanna is leithne ar féidir a chur ar fáil dóibhsean gur gá leo plé linn.

Rudaí a dhéanfaimid:

- Trínár ríomhstraitéis, feabhsóimid raon na roghanna dár gcustaiméirí, dár soláthraithe, dár bhfoireann agus do gheallsealbhóirí eile trí na teicneolaíochtaí seo a fhorbairt agus a fheidhmiú sna réimsí úd lena bpléimid. Mar shampla ríomhsholáthar, ríomhthairiscintí;
- Feabhsóimid caighdeán shuímh gréasáin na hOifige agus nuashonróimid agus leathnóimid a bhfuil iontu;
- Oibreoidimid seirbhís ghlórphoist taobh amuigh de ghnáth-uaireanta oifige;
- Maidir le rogha a chur ar fáil trínár láithreachtaí fhisiceach, leanfaimid de bheith ag úsáid struchtúr ár nOifigí Áitiúla chun seirbhísí a chur ar fáil dár gCustaiméirí. Tá ár n-oifigí leata ar fud Éireann chun cur le pointí teagmhála áitiúla (féach Aguisín 1);
- Leanfaimid de bheith ag soláthar raon de bhileoga eolais/léirithe ag ár n-ionaid Oidhreachta i mBéarla, i nGaeilge, i dteangacha mór-roinneacha Eorpacha agus i dteangacha domhanda, mar is cuí;
- Forbróimid agus feabhsóimid ár Suíomh Gréasáin um Léarscáiliú Ghuaiseacha Tuilte a sholáthraíonn eolas dár gcustaiméirí faoi theagmhais tuilte, a bhfuil eolas againn orthu, in Éirinn.

10. Comhionannas do Theangacha Oifigiúla

Táimid tiomanta do leibhéal na seirbhísí atá ar fáil i nGaeilge, a fheabhsú. Chuige sin, tá céimeanna glactha againn chun tacú le comhlíonadh Acht na dTeangacha Oifigiúla, 2003 agus Scéim Gaeilge OOP, a réitíodh mar thoradh ar an Acht sin.

Rudaí a rinneamar:

- Tá ár bpríomh-fhoilseacháin do chustaiméirí, a bhaineann lenár nIonaid Chuariteoirí agus Oidhreachta, curtha ar fáil againn i nGaeilge, agus, de réir mar is gá leabhráin a athfhoilsiú, cuirfimid ar fáil iad i nGaeilge mura bhfuil siad ar fáil cheana féin;
- Tá na mór-fhoilseacháin chorpóraideacha uile, dála

Implementing the 12 principles of quality customer service Feidhmiú an 12 prionsabal de sheirbhís ardchaighdeán do chustaiméirí

Statements etc.;

- Arrangements in place to deliver a portion of Press Releases in Irish;
- Compiled a list of accredited translators and identified staff capable of conversing in Irish;
- Arrangements in place to ensure that static information on websites is provided bilingually as websites are redesigned.

We will

- Make every effort to accommodate customers who telephone or visit the OPW and who wish to conduct their business in Irish;
- Continue to increase the amount of Irish Language publications in the Heritage Services area;
- Revisit and Prepare an up to date Irish Language Scheme for the OPW for 2010 to 2013.
- Continue to increase the Irish language content on our website;
- Monitor and update our list of translators;
- Ensure that any new computer systems will be capable of handling the Irish Language and that existing systems will be made compatible at the next planned maintenance or upgrade;
- Establish on an outsourced basis, a shared resource for use by staff who need practical assistance in translation and interpretation services;
- Encourage staff to attend Irish language training courses.

11. Better Co-ordination

In order to ensure as efficient a service as possible to our customers, this Office is committed to a policy of better co-ordination. For services involving more than one business unit of the OPW, or where liaison with other Departments or bodies is required, we will give priority to fast and effective exchange of information.

We will

- Continue to participate in various inter-departmental and internal networks;
- Examine our internal coordination procedures with a view to strengthening and streamlining our coordination capacities;

Tuarascálacha Bliantúla, Ráitis Straitéise etc. curtha ar fáil againn go dátheangach;

- Tá socruithe déanta chun cuid dár bPreaseisiúintí a chur ar fáil i nGaeilge;
- Tá liosta curtha le chéile d'aistritheoirí faoi shéala agus tá baill foirne, a bhfuil labhairt na Gaeilge acu, aitheanta;
- Tá socruithe idir lámha le cinntiú go mbeidh eolas seasta ar shuímh ghréasáin curtha ar fáil go dátheangach de réir mar a dhéantar na suíomhanna gréasáin a athdhearadh.

Rudaí a dhéanfaimid:

- Déanfaimid gach iarracht freastal ar chustaiméirí a chuireann glaonna teileafóin nó a thugann cuairt ar OOP agus ar mian leo a ngnó a dhéanamh trí Ghaeilge;
- Leanfaimid de bheith ag cur le líon na bhfoilseachán Gaeilge i réimse ár Seirbhísí Oidhreachta;
- Athbhreithneoidimid ár Scéim Ghaeilge agus ullmhóimid ceann suas-chun-dáta d'OOP don tréimhse 2010-2013.
- Leanfaimid de bheith ag cur leis an méid Gaeilge ar ár suíomh gréasáin;
- Déanfaimid monatóireacht ar agus nuashonróimid ár liosta aistritheoirí;
- Cinnteoidimid go mbeidh aon chóras nua ríomhaireachta a fhaighimid ábalta ar an nGaeilge a láimhseáil agus go ndéanfar na córais reatha a dhéanamh comhoiriúnach an chéad uair eile a phleanálfar cothabháil nó uasghrádú;
- Bunóimid acmhainn chomhpháirteach, ar bhonn seachfhoinsithe, le húsáid ag baill foirne a mbíonn cúnaimh praiticiúil de dhíth orthu le seirbhísí aistriúcháin nó ateangaireachta;
- Spreagfaimid an fhoireann chun cúrsaí oiliúna Gaeilge a dhéanamh.

11. Comhordú Feabhsaithe

Chun go gcuirfí seirbhís chomh héifeachtach agus is féidir ar fáil dár gcustaiméirí, tá an Oifig seo tiomanta do pholasaí a fheabhsóidh comhordú. I gcás seirbhísí a bhaineann le níos mó ná aonad gnó amháin d'OOP, nó nuair a bhíonn gá le hidirchaidreamh le Ranna nó comhlachtaí eile, tugaimid tosaíocht do mhalartú gasta agus éifeachtach eolais.

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Feidhmiú an 12 prionsabal de sheirbhís ardchaighdeán do chustaiméirí

- Participate in forthcoming projects under the eGovernment banner;
- Continue to ensure all websites within OPW are interlinked for customers' convenience.
- Continue to improve transfer of information and resources throughout the organisation by further development and enhancement of the OPW's internal website, the Intranet.
- Build on the success of existing cross business function working and extend and expand cross-functional, cross-reporting and cross-discipline methods of operation throughout the organisation

12. Internal Customer

The OPW's principal asset in the delivery of quality service is the professionalism and expertise of its staff across a very wide skills spectrum. Our staff in the OPW are crucial to ensuring that the office continues as a delivery focused and forward thinking organisation that meets the needs of our customers on a day to day basis and that can adapt quickly to changes in our environment. It is essential that staff be trained to the highest levels and that they are familiar with best practice in areas related to the OPW's core functions.

We have

- Established, mainly through Partnership, various Committees and working groups tasked with advising on issues directly affecting members of staff. These working groups are made up of management, staff and unions. Here, staff can contribute to the decision making process on issues that affect them and the organisation as a whole; Quality Customer Service Working Group (**Appendix 1.2**)
- Recently carried out a very extensive programme of consultation with our staff members regarding the Performance Management and Development System (PMDS), with a view to maximising its benefits;
- Provided training for our staff in computer and competency skills together with continued professional development courses for professional and technical staff;
- Improved communications and information technology infrastructures (e.g. SAN : storage area network) which will benefit mobile workers.

Rudaí a dhéanfaimid:

- Leanfaimid de bheith páirteach i líonraí éagsúla idir-ranna agus inmheánacha;
- Scrúdóimid ár ngnáthaimh chomhordaithe inmheánacha agus é mar aidhm againn ár n-acmhainní comhordaithe a neartú is a shruthlíniú;
- Glacfaimid páirt i dtionscadail amach anseo faoi bhratach an ríomh-Rialtais;
- Leanfaimid de bheith ag cinntiú go mbíonn gach suíomh gréasán taobh istigh d'OOP idirnasctha leis an cinn eile.
- Leanfaimid de bheith ag feabhsú aistriú faisnéise agus acmhainní tríd an eagraíocht trí shuíomh gréasáin inmheánach OOP, an tInlín, a fhorbairt a thuilleadh agus a fheabhsú.
- Tógfaimid ar an rath atá faoi láthair ar fheidhmiú tras ghnó agus modhanna oibre tras réimsiúla, tras tuairiscithe agus tras disciplíneacha a fhorbairt is a leathnú tríd an eagraíocht.

12. Custaiméir Inmheánach

Tá gairmiúlacht agus saineolas an foirne thar raon leathan scileanna ar an sócmhainn is mó atá ag OOP i seachadadh seirbhíse d'ardchaighdeán. Tá ár bhfoireann in OOP ríthábhachtach le go leanfadh an oifig mar eagraíocht atá dírithe ar sheachadadh seirbhísí agus atá ag breathnú roimpi – eagraíocht a fhreastalaíonn ar riachtanais ár gcustaiméirí ó lá go chéile agus atá in ann í féin a chur in oiriúint d'athruithe mórtimpeall uirthi. Tá sé riachtanach go mbeadh oiliúint ardleibhéil curtha ar an bhfoireann agus go mbeadh cur amach acu ar dhea-chleachtas i réimsí a bhaineann le lár-feidhmeanna OOP.

Rudaí a rinneamar:

- Bhunaíomar coistí agus grúpaí oibre éagsúla, go príomha trí Chomhpháirtíocht, a bhfuil mar chúram acu comhairle a chur ar fáil faoi cheisteanna a bhfuil éifeacht dhíreach acu ar an bhfoireann. Tá na grúpaí oibre seo chomhdhéanta den bhainistíocht, den fhoireann agus de na ceardchumann. Tig leis an bhfoireann tríothu seo cur leis an bpróiseas ghlacadh cinntí ar cheisteanna a bhaineann leo féin agus leis an eagraíocht ina hiomláine; An Meitheal um Ardchaighdeán Seirbhíse do Chustaiméirí (**Aguisín 1.2**)
- Le déanaí chuamar i mbun clár leathan comhairliúcháin lenár mbaill foirne faoin gCóras

We will

- Continue to ensure that staff are included in the decision making process by encouraging participation on our internal working groups
- Continue to ensure that the training needs of individual staff members are identified and implemented through PMDS;
- Make training available for all new staff on quality customer service and dealing with the internal customer;
- Continue to promote a cultural ethos of courtesy, friendliness, mutual respect, approachability, professionalism, teamwork and prompt delivery of services in all interactions between individual staff members.

Bainistíochta agus Forbartha Feidhmíochta (CBFF) a raibh mar aidhm aige go mbainfí lán-leas as;

- Chuireamar oiliúint ar fáil dár bhfoireann ghairmiúil agus teicniúil i scileanna ríomhaireachta agus inniúlachta maille le cúrsaí i bhforbairt phroifisiúnta leanúnach;
- D'fheabhsaíomar ár hinfreastruchtúir theicniúla chumarsáide agus faisnéise (e.g. LLS: líonra limistéar stórála) a rachaidh chun tairbhe oibrithe soghluaiste.

Rudaí a dhéanfaimid:

- Leanfaimid de bheith ag cinntiú go mbeidh an fhoireann rannpháirteach sa phróiseas cinnteoireachta trí rannpháirtíocht inár ngrúpaí oibre inmheánacha a chothú;
- Leanfaimid de bheith ag cinntiú go n-aithnítear riachtanais oiliúna bhaill aonaracha foirne agus go bhfreastalaítear orthu tríd an CBFF;
- Cuirfimid oiliúint ar fáil do gach ball foirne nua faoi sheirbhís ardchaighdeán a chur ar fáil don chustaiméir agus faoi phlé leis an gcustaiméir inmheánach;
- Leanfaimid de bheith ag cothú éitis chultúrtha a mbeidh cúirtéis, cairdiúlacht, cóimheas, soshroichteacht, gairmiúlacht, obair foirne agus seachadadh tapa seirbhísí mar dhlúthchuid de i ngach plé idir baill foirne.

The Office of Public Works - What's next?

Oifig na n-Oibreacha Poiblí - Cad tá romhainn anois?

Focal Points of Activity within OPW

Currently, our four main focal points of activity are:

- Property and construction related services
- Flood Risk Management
- Heritage Services and
- Procurement Services.

Property and construction related services

The OPW provides property management, property maintenance, architectural, engineering, and project management services to central Government Departments and Agencies.

Management of Flood Risk

The OPW is the lead agency for the management of flood risk measures in Ireland. This role involves the national coordination of activities as well as developing, implementing and maintaining structural and non-structural flood risk management programmes and measures.

Heritage Services

The OPW is responsible for the operational management of a large number of key heritage sites and buildings throughout the country. The OPW also offers a facilities management service to central Government Departments and Agencies.

Procurement Services

The OPW is the principal procurer of a wide range of products such as stationery, vehicles, uniforms, furniture and utilities on behalf of Government Departments and Agencies.

Pointí Fócasacha Gníomhaíochta taobh istigh den OOP

Faoi láthair, is iad seo a leanas na ceithre phointe fócasach gníomhaíochta atá againn:

- Seirbhísí a bhaineann le maoin agus le tógáil
- Bainistíocht Riosca Tuilte
- Seirbhísí Oidhreachta agus
- Seirbhísí Soláthair.

Seirbhísí a bhaineann le maoin agus le tógáil

Cuireann OOP seirbhísí bhainistíocht maoine, seirbhísí chothabháil maoine, ailtireachta, innealtóireachta, agus bhainistíocht tionscadal ar fáil do Ranna is do Ghníomhaireachtaí an Rialtais láir.

Bainistíocht Riosca Tuilte

Is í OOP an ghníomhaireacht cheannasach do bhearta bhainistíocht riosca tuilte in Éirinn. Is é atá i gceist leis an ról seo comhordú náisiúnta a dhéanamh ar ghníomhaíochtaí mar aon le cláir agus bearta bainistíochta riosca tuile struchtúrtha agus neamhstruchtúrtha a fhorbairt, a chur i bhfeidhm agus a chothú..

Seirbhísí Oidhreachta

Tá cúram ar an OOP maidir le bainistíocht oibríochtúil ar líon mór príomhshuímh agus foirgnimh oidhreachta ar fud na tíre. Ina theannta sin, soláthraíonn OOP seirbhís bhainistíocht saoráidí do Ranna agus do Ghníomhaireachtaí Rialtais .

Seirbhísí Soláthair

Is í OOP príomh-sholáthraí raon leathan earraí, dála stáiseanáireacht, feithiclí, sainéidí, troscán agus áirgí thar ceann Ranna agus Ghníomhaireachtaí Rialtais.

Our Principal Commitments to our Customers

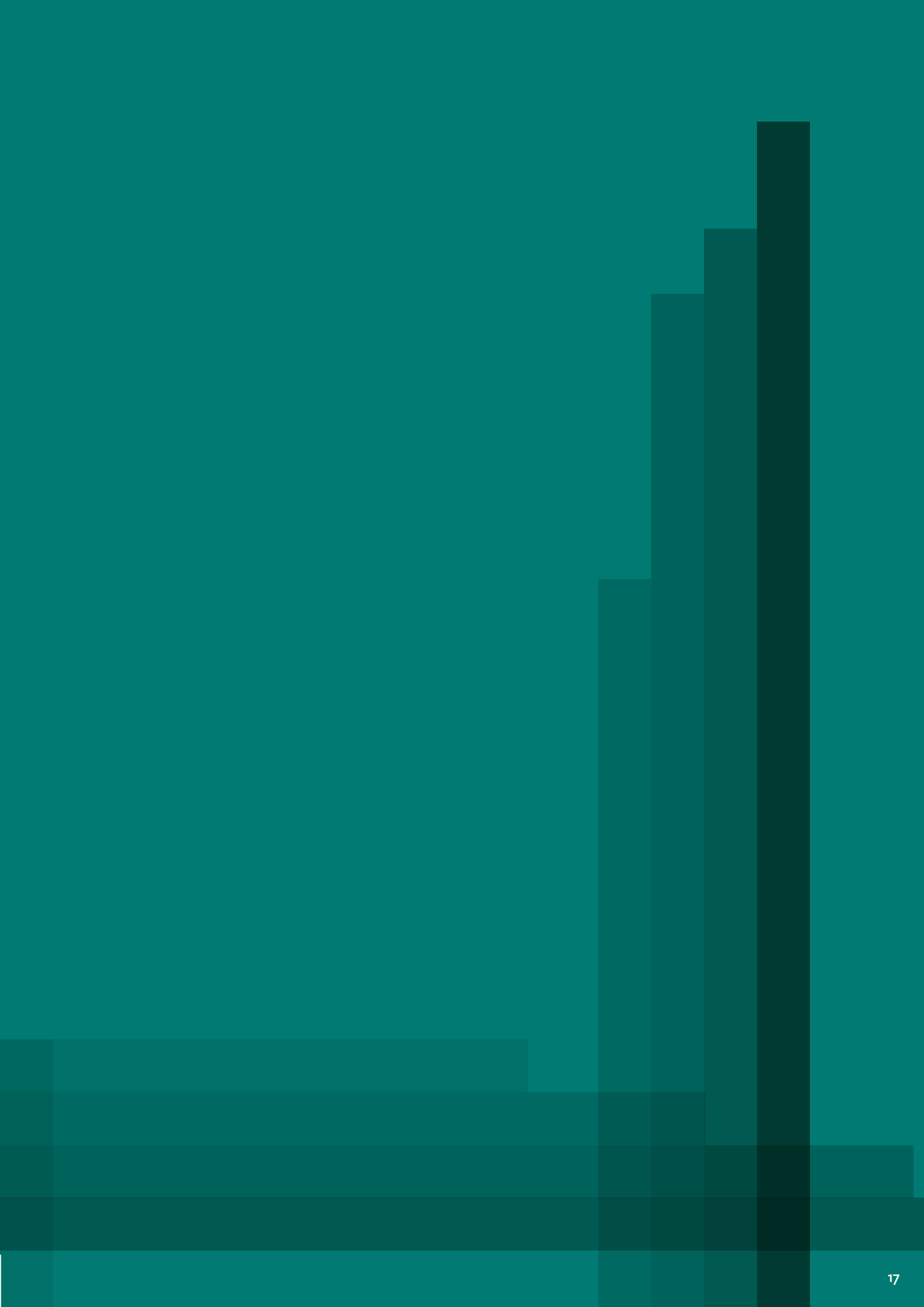
Having established the OPW's main focal points of activity the following sets out the primary objectives this Office has in relation to customer services over the course of this Action Plan:

- To devise and deliver on Annual Work Programmes which are in line with Government policies and priorities and which respond to Customers' requirements in a timely and sustainable manner, providing value for money.
- To advise the Government in relation to policy development and legislative requirements for flood risk management and to develop, coordinate and implement programmes and measures to reduce the national level of flood risk to people, businesses, infrastructure and the environment.
- To manage the OPW's property portfolio effectively, ensuring that its potential is maximised and that it is used efficiently in terms of value for money, sustainability, space and energy consumption.
- To manage the State's Heritage property portfolio in a manner that conserves and protects while maximising and improving public access, presenting the sites to best advantage and ensuring that visitor enjoyment and education experiences are enhanced.
- To optimise value in the procurement of services, works and supplies in a sustainable manner and in line with Government policies.
- To support the effective, efficient and sustainable delivery of the OPW's work programme through the development and implementation of an ICT and Data Management Strategy.
- To maximise communication with, input from and development of people within the OPW by the implementation and further development of HR Strategy and the development and promotion of the Partnership model.
- To develop a new corporate structure which ensures better integration and communication thereby improving on service delivery.

Ár bPríomh-Ghealltanais dár gCustaiméirí

Agus príomh-phointí fócasacha gníomhaíochta an OOP leagtha amach thuas, tá anseo thíos príomh-chuspóirí na hOifige seo maidir le seirbhísí do chustaiméirí le linn tréimhse an Phlean Gníomhaíochta seo;

- Cláir Oibre Bhliantúla atá ar aon dul le beartais agus le tosaíochtaí an Rialtais agus a fhreagraíonn do riachtanais Chustaiméirí ar shlí thráthúil agus inbhuanaithe, ina gcuirtear luach ar airgead ar fáil, a cheapadh agus a sheachadadh.
- Comhairle a chur ar an Rialtas maidir le forbairt beartas agus riachtanais reachtúla i dtaobh bainistíocht riosca tuile agus chun cláir agus bearta a fhorbairt, a chomhordú agus a chur i bhfeidhm d'fhonn leibhéal náisiúnta an riosca tuile do dhaoine, do ghnólachtaí, d'infreastruchtúr agus don chomhshaoil a laghdú.
- Cúram maoine an OOP a bhainistiú go héifeachtach, ina gcinntítear go mbainfear an leas is mó as a phoitéinseal agus go n-úsáidtear é go héifeachtúil i dtéarmaí luach ar airgead, inbhuanaitheachta, spáis agus tomhaltas fuinnimh.
- Cúram mhaoin Oidhreachta an Stáit a bhainistiú ar shlí a gcaomhnaíonn agus a gcosnaíonn agus rochtain phoiblí á huasmhádú agus á feabhsú, ina láithrítear na suímh chun an leas is mó a bhaint astu agus chun a chinntiú go gcuirfear le taitneamh agus eispéiris oideachais cuairteoirí.
- An luach is mó agus is féidir a fháil maidir le soláthar seirbhísí, oibreacha agus soláthairtí ar shlí inbhuanaithe agus ar aon dul le beartais an Rialtais.
- Tacú le seachadadh éifeachtach, éifeachtúil agus inbhuanaithe chlár oibre an OOP trí ICT agus Bainistíochta Sonraí a fhorbairt agus a chur i bhfeidhm chun cuspóirí agus spriocanna straitéiseacha an OOP a chomhlíonadh.
- Cur chomh mór agus is féidir le cumarsáid, le hionchur daoine agus le forbairt daoine laistigh den OOP tríd an Straitéis AD a chur i bhfeidhm agus a fhorbairt a thuilleadh agus chun an múnla Comhpháirtíochta a fhorbairt agus a chur chun cinn.
- Struchtúr nua corparáide a fhorbairt, a chinnteoidh go mbeidh comhtháthú agus cumarsáid níos fearr ann agus go mbeidh feabhas ar sheachadadh seirbhíse dá bharr.



Head Office

Office of the Minister of State, Office of the Chairman, Corporate Services, Property Management Services, Property Maintenance Services, Architectural Services, Engineering Services,

Address: Head Office, Jonathan Swift Street,
Trim, Co. Meath
Tel: (046) 942 6000
LoCall: 1890 213 414*
Main Fax No: (046) 948 1793
Website: www.opw.ie
E-mail: info@opw.ie

Disability Liaison Officer

Anne Rooney, HEO,
Equality Unit, OPW, 52 St. Stephen's Green, Dublin 2
E-mail: anne.rooney@opw.ie
Tel: (01) 647 6111

Freedom of Information Officer

Adrienne O'Driscoll, HEO
FOI Unit, OPW Head Office, Jonathan Swift Street, Trim, Co. Meath.
E-mail: adrienne.odriscoll@opw.ie
(046) 942 6124 / LoCall 1890 213 414 *

Quantity Surveying Section, Professional Accountants

4-5 Harcourt Road, Dublin 2
Tel: (01) 647 6000 / LoCall 1890 213 414 *

Valuation Section

17-19 Hatch Street Lower, Dublin 2
Tel: (01) 647 6000 / LoCall 1890 213 414 *

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath.
Tel: (046) 942 6000 / LoCall 1890 213 414 *

Financial Services Division

Government Offices, Hebron Road, Kilkenny
Tel: (056) 777 2600

Project Management Services

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath.
Tel: (046) 942 6000 / LoCall 1890 213 414 *

52 St. Stephen's Green, Dublin 2
Tel: (01) 647 6000 / LoCall 1890 213 414 *

Unit 20, Lakeside Retail Park, Claremorris, Co Mayo.
Tel: (01) 647 6834 / LoCall 1890 213 414 *

* Be advised that charges from mobile phones to LoCall numbers may vary

National Procurement Service (NPS)

Supplies and Services
OPW Head Office, Jonathan Swift Street, Trim, Co. Meath.
Tel: (046) 942 6000/ LoCall 1890 213414

17-19 Hatch Street Lower, Dublin 2.
(01) 647 6000 / LoCall 1890 213 414 *

Publications, Government Publications, Mail Order, Election Services and Iris Oifigúil

Unit 20, Lakeside Retail Park, Claremorris, Co Mayo.
Tel: (01) 647 6834 / LoCall 1890 213 414 *

Government Publications Sales Office

Sun Alliance House, Molesworth Street, Dublin 2.
Tel: (01) 679 3515 / LoCall 1890 213 414 *

Government Publications Warehouse and Election Stores

Mountshannon Road, Kilmainham, Dublin 8
Tel: (01) 453 1588

Heritage Services (National Monuments)

Dún Scéine, Harcourt Lane, Dublin 2
Tel: (01) 647 6000 / LoCall 1890 213 414 *

Heritage Services (Visitor Services)

Unit 20, Lakeside Retail Park, Claremorris, Co. Mayo
Tel: (01) 647 6000 / LoCall 1890 213 414 *

Heritage Services (National Historic Properties)

Dublin Castle, Dublin 2
Tel: (01) 645 8884

Furniture Branch

Mountshannon Road, Kilmainham, Dublin 8
Tel: (01) 453 1588

Building Maintenance Service

Collins Barracks, Dublin 7
Tel: (01) 702 8811

Central Engineering Workshop

Jamestown Road, Inchicore, Dublin 8
Tel: (01) 453 4204

Dublin Castle Conference Centre

Dublin Castle, Dublin 2
Tel: (01) 645 8802

Farmleigh

9 Phoenix Park, Dublin 8
Tel: (01) 815 5900

Ceannoifig

Oifig an Aire Stáit, Oifig an Chathaoirligh, Seirbhísí Corparáideacha, Seirbhísí Bhainistíocht Maoine, Seirbhísí Chothabháil Maoine, Seirbhísí Ailtreachta, Seirbhísí Innealtóireachta

Seoladh: Ceannoifig, Sráid Jonathan Swift, Baile Átha Troim, Co. na Mí.
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 Príomh-Uimh. Facs: (046) 948 1793
 Suíomh Gréasáin: www.opw.ie
 R-phost: info@opw.ie

Oifigeach Idirchaidreamh um Míchumais

Anne Rooney, AF,
 Aonad Comhionannais, OOP,
 52 Faiche Stiabhna, Baile Átha Cliath 2.
 R-phost: anne.rooney@opw.ie
 Teil: (01) 647 6111

Oifigeach um Shaoráil Faisnéise

Adrienne O'Driscoll, AF
 Aonad SF, Ceannoifig an OOP, Sráid Jonathan Swift, Baile Átha Troim, Co. na Mí. (046) 942 6124 / Íosghlao 1890 213 414 *
 R-phost: adrienne.odriscoll@opw.ie

Rannóg um Shuirbhéireacht Chainníochta, Cuntasóirí Gairmiúla

4-5 Bóthar Fhearchair, Baile Átha Cliath 2
 Teil: (01) 647 6000 / Íosghlao 1890 213 414 *

Rannóg Luachála

17-19 Sráid Haiste Íochtarach, Baile Átha Cliath 2
 Teil: (01) 647 6000 / Íosghlao 1890 213 414 *
 Ceannoifig OOP, Sráid Jonathan Swift, Baile Átha Troim, Co. na Mí.
 Teil: (046) 942 6000 / Íosghlao 1890 213 414 *

Roinn na Seirbhísí Airgeadais

Oifigí an Rialtais, Bóthar Hebron, Cill Chainnigh
 Teil: (056) 777 2600

Seirbhísí Bhainistíocht Tionscadal

Ceannoifig OOP, Sráid Jonathan Swift, Baile Átha Troim, Co. na Mí.
 Teil: (046) 942 6000 / Íosghlao 1890 213 414 *

52 Faiche Stiabhna, Baile Átha Cliath 2
 Teil: (01) 647 6000 / Íosghlao 1890 213 414 *

Aonad 20, Páirc Mhiondíola Cois Locha, Clár Chlainne Mhuiris, Co, Mhaigh Eo.
 Teil: (01) 647 6834 / Íosghlao 1890 213 414 *

* Tabhair faoi deara gur féidir praghsanna éagsúla a bheith ar ghlaonna ó fhóin phóca ar uimhreacha Lo Call

An tSeirbhís Náisiúnta um Sholáthar (SNS)

Soláthairtí agus Seirbhísí
 Ceannoifig OOP, Sráid Jonathan Swift, Baile Átha Troim, Co. na Mí.
 Teil: (046) 942 6000 / Íosghlao 1890 213 414 *

17-19 Sráid Haiste Íochtarach, Baile Átha Cliath 2.
 Teil: (01) 647 6000 / Íosghlao 1890 213 414 *

Foilseacháin, Foilseacháin an Rialtais, Postdóil, Seirbhísí Toghcháin agus Iris Oifigiúil

Aonad 20, Páirc Mhiondíola Cois Locha, Clár Chlainne Mhuiris, Co, Mhaigh Eo.
 Teil: (01) 647 6834 / Íosghlao 1890 213 414 *

Oifig Díolta Foilseachán an Rialtais

Áras Sun Alliance, Sráid Theach Laighean, Baile Átha Cliath 2.
 Teil: (01) 679 3515 / Íosghlao 1890 213 414 *

Earrallann Fhoilseachán an Rialtais agus Stór Toghcháin

Bóthar Bhaile Uí Bheoláin, Cill Mhaighneann, Baile Átha Cliath 8
 Teil: (01) 453 1588

Seirbhísí Oidhreacht (Séadchomharthaí Náisiúnta)

Dún Scéine, Lána Fhearchair, Baile Átha Cliath 2
 Teil: (01) 647 6000 / Íosghlao 1890 213 414 *

Seirbhísí Oidhreacht (Seirbhísí do Chuaríteoirí)

Aonad 20, Páirc Mhiondíola Cois Locha, Clár Chlainne Mhuiris, Co, Mhaigh Eo.
 Teil: (01) 647 6000 / Íosghlao 1890 213 414 *

Seirbhísí Oidhreacht (Sealúchais Náisiúnta Stairiúla)

Caisleán Bhaile Átha Cliath, Baile Átha Cliath 2.
 Teil: (01) 645 8884

Brainse an Troscáin

Bóthar Bhaile Uí Bheoláin, Cill Mhaighneann, Baile Átha Cliath 8
 Teil: (01) 453 1588

An tSeirbhís um Chothabháil Foirgneamh

Dún Uí Choileáin, Baile Átha Cliath 7
 Teil: (01) 702 8811

An Lár-Cheardlann Innealtóireachta

Bóthar Bhaile Shéamais, Inse Chór, Baile Átha Cliath 8
 Teil: (01) 453 4204

Ionad Comhdhála Chaisleán Bhaile Átha Cliath
 Caisleán Bhaile Átha Cliath, Baile Átha Cliath 2.
 Teil: (01) 645 8802

Farmleigh

9 Páirc an Fhionnuisce, Baile Átha Cliath 8
 Teil: (01) 815 5900

ENGINEERING SERVICES

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath
Tel: (046) 942 6000 / LoCall 1890 213 414 *

Flood Risk Policy and Management

Flood Project Management Services, Arterial Drainage Maintenance Support Service

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath
Tel: (046) 942 6000 / LoCall 1890 213 414 *

17-19 Hatch Street Lower, Dublin 2
Tel: (01) 647 6000 / LoCall 1890 213 414 *

Flood Policy

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath.
Tel: (046) 942 6000 / LoCall 1890 213 414 *

Arterial Drainage Maintenance East & West/ Environment Section

East Region Drainage Maintenance

Newtown, Trim, Co Meath
Tel: (046) 943 1352

Fair Green, Ardee, Co Louth
Tel: (041) 685 3256

Robinstown, Mullingar Co. Westmeath
Tel: (044) 48 332

Drumbear, Cootehill Road, Monaghan
Tel: (047) 83 201

West Region Drainage Maintenance

Main Street, Headford, Co. Galway
Tel: (093) 35 456

Foxford Road, Ballina, Co. Mayo
Tel: (096) 22 065

Gallows Brae, Lifford, Co. Donegal
Tel: (074) 914 1273

Corrib Sluice Barrage, Sluice House, Galway
Tel: (091) 563 097

Environment Section

Main Street, Headford, Co. Galway
Tel: (093) 35 456

Arterial Drainage Maintenance South East & South West/Mechanical Engineering Field Services

South West Region Drainage Maintenance

Templemungret House, Mungret, Limerick
Tel: (061) 227 139

Inch Bridge, Listowel, Co. Kerry
Tel: (068) 21 166

Connaught Harbour, Portumna, Co. Galway
Tel: (090) 974 1086

South East Region Drainage Maintenance

Ard Gaoithe Commercial Centre,
Ard Gaoithe Business Park, Clonmel, Co. Tipperary.
Tel: (052) 612 7970

Ballycraigne, Castlebridge, Co Wexford
Tel: (053) 24 181

Field Maintenance Office

Newtown, Trim, Co. Meath
Tel: (046) 943 1352

Hydrometrics, Hydrology, and Coastal Protection Services

Hydrometric Section

Main Street, Headford, Co. Galway
Tel: (093) 36372

Pearse Street, Athlone, Co. Westmeath
Tel: (090) 6492918

Hebron Road, Kilkenny
Tel: (056) 7772641

Newtown, Trim, Co. Meath
Tel: (046) 943 1352

Fair Green, Ardee, Co. Louth
Tel: (041) 6857992

Templemungret House, Mungret, Co. Limerick
Tel: (061) 209117

Foxford Road, Ballina, Co. Mayo
Tel: (096) 22065

Hydrology and Flood Response Section

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath
Tel: (046) 942 6000 / LoCall 1890 213 414 *

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SEIRBHÍSÍ INNEALTÓIREACHTA

Ceannoifig OOP, Sráid Jonathan Swift, Baile Átha Troim, Co. na Mí.
Teil: (046) 942 6000 / Íosghlao 1890 213 414 *

Polasaí agus Bainistiú Riosca Tuilte

**Seirbhísí Bainistíochta um Thionscadal na dTuilte,
An tSeirbhís Tacaíochta um Chothabháil na Draenála
Artaireach**

Ceannoifig OOP, Sráid Jonathan Swift, Baile Átha Troim,
Co. na Mí. Teil: (046) 942 6000 / Íosghlao 1890 213 414 *

17-19 Sráid Haiste Íochtarach, Baile Átha Cliath 2
Teil: (01) 647 6000 / Íosghlao 1890 213 414 *

Beartas Tuile

Ceannoifig OOP, Sráid Jonathan Swift, Baile Átha Troim,
Co. na Mí Teil: (046) 942 6000 / Íosghlao 1890 213 414 *

**Cothabháil Draenála Artaireach An tOirthear & an
tlarthar/ Rannóg Comhshaoil**

Cothabháil na Draenála – Réigiún an Oirthir

An Baile Nua, Baile Átha Troim, Co. na Mí.
Teil: (046) 943 1352

Faiche an Aonaigh, Baile Átha Fhirdhia, Co. Lú
Teil: (041) 685 3256

Robinstown, An Muileann gCearr, Co. na hIarmhí
Teil: (044) 48 332

Droim Biúir, Bóthar Mhuinchille, Muineachán
Teil: (047) 83 201

Cothabháil na Draenála – Réigiún an Iarthair

An Phríomhshráid, Áth Cinn, Co. na Gaillimhe
Teil: (093) 35 456

Bóthar Bhéal Easa, Béal an Átha, Co. Mhaigh Eo.
Teil: (096) 22 065

Gallows Brae, Leifear, Co. Dhún na nGall.
Teil: (074) 914 1273

Baráiste Chomhla na Coiribe, Teach na Comhla,
Gaillimh.
Teil: (091) 563 097

Rannóg Comhshaoil

An Phríomhshráid, Áth Cinn, Co. na Gaillimhe
Teil: (093) 354-56

**Cothabháil Draenála Artaireach An tOirdheisceart
& an tIardheisceart/Seirbhísí hInnealtóireachta
Meicniúla Allamuigh**

Cothabháil na Draenála – Réigiún an Iardheiscirt

Teach Templemungret, Mungairit, Luimneach
Teil: (061) 227 139

Droichead na hInse, Lios Tuathail, Co. Chiarraí
Teil: (068) 21 166

Cuan Chonnacht, Port Omna, Co. na Gaillimhe.
Teil: (090) 974 1086

Cothabháil na Draenála – Réigiún an Oirdheiscirt

Ionad Tráchtála Ard Gaoithe,
Lárionad Gnó Ard Gaoithe, Cluain Meala, Co. Thiobraid
Árann. Teil: (052) 612 7970

Ballycrane, Droichead an Chaisleáin, Co. Loch Garman.
Teil: (053) 24 181

Oifig Chothabhála Allamuigh:

An Baile Nua, Baile Átha Troim, Co. na Mí.
Teil: (046) 943 1352

**Hidriméadracht, Hidreolaíocht agus Seirbhísí
Cosanta an Chósta**

An Rannóg Hidriméadrachta

An Phríomhshráid, Áth Cinn, Co. na Gaillimhe
Teil: (093) 36372

Sráid an Phiarsaigh, Baile Átha Luain, Co. na hIarmhí
Teil: (090) 6492918

Bóthar Hebron, Cill Chainnigh
Teil: (056) 7772641

An Baile Nua, Baile Átha Troim, Co. na Mí
Teil: (046) 943 1352

Faiche an Aonaigh, Baile Átha Fhirdhia, Co. Lú
Teil: (041) 6857992

Teach Templemungret, Mungairit, Luimneach
Teil: (061) 209117

Bóthar Bhéal Easa, Béal an Átha, Co. Mhaigh Eo.
Teil: (096) 22065

Rannóg na Hidreolaíochta agus Freagartha ar Thuilte

Ceannoifig OOP, Sráid Jonathan Swift, Baile Átha
Troim, Co. na Mí
Teil: (046) 942 6000 / Íosghlao 1890 213 414 *

* Tabhair faoi deara gur féidir praghsanna éagsúla a bheith ar
ghlaonna ó fhóin phóca ar uimhreacha Lo Call

Coastal Protection Section

17-19 Hatch Street Lower, Dublin 2
Tel: (01) 647 6000 / LoCall 1890 213 414 *

Flood Relief and Risk Management Services

OPW Head Office, Jonathan Swift Street,
Trim, Co. Meath
Tel: (046) 942 6000 / LoCall 1890 213 414 *

17-19 Hatch Street Lower, Dublin 2
Tel: (01) 647 6000 / LoCall 1890 213 414 *

Professional Engineering Services**Mechanical & Electrical Services**

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath
Tel: (046) 942 6000 / LoCall 1890 213 414 *

52 St. Stephen's Green, Dublin 2.
Tel: (01) 647 6000 / LoCall 1890 213 414 *

Civil and Structural Engineering Services

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath
Tel: (046) 942 6000 / LoCall 1890 213 414 *

17-19 Hatch Street Lower, Dublin 2
Tel: (01) 647 6000 / LoCall 1890 213 414 *

ARCHITECTURAL SERVICES OFFICES

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath.
Tel: (046) 942 6000 / LoCall 1890 213 414 *

52 St. Stephen's Green, Dublin 2
Tel: (01) 647 6000 / LoCall 1890 213 414 *

Minor Capital Works

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath.
Tel: (046) 942 6000 / LoCall 1890 213 414 *

Regional Architectural Offices

Dublin North Region, The Red House,
Arbour Hill Gate, Collins Barracks, Dublin 7
Tel: (01) 474 2040

Dublin South Region, Dublin Castle, Dublin 2
Tel: (01) 677 6106

Marino House, Finisklin Business Park, Sligo
Tel: (071) 911 6200

13 Catherine Street, Waterford
Tel: (051) 845 000

14 Old Blackrock Road, Cork
Tel: (021) 496 6200

2 Mallow Street, Limerick
Tel: (061) 313 500

The White House, 8 Claddagh Quay, Galway,
Tel: (091) 546 480

52 St. Stephen's Green, Dublin 2
Tel: (01) 647 6000 / LoCall 1890 213 414 *

District Architectural Offices

Govt Buildings, Millennium Centre,
St Alphonsus Road, Dundalk, Co Louth
Tel: (042) 933 4221

Government Buildings, High Road, Letterkenny, Co. Donegal
Tel: (074) 912 1365

Government Offices, Pearse Street, Athlone, Co Westmeath
Tel: (090) 649 2087

Government Buildings, Abbeyleix Road, Portlaoise, Co. Laois
Tel: (057) 862 1133

Government Buildings, Castlepark, Arklow, Co Wicklow
Tel: (0402) 32 761

The Demesne, Killarney, Co Kerry
Tel: (064) 662 2300

Government Offices, Stradvoher, Thurles, Co Tipperary
Tel: (0504) 21 532

Pavilion Road, Castlebar, Co Mayo
Tel: (094) 902 1331

NATIONAL MONUMENTS DEPOTS*Athenry Depot*

Frank Geraghty, Acting District Works Manager, Raheen,
Athenry, Co Galway
Tel: (091) 844 797

Kilkenny Depot

Eamonn Rafter, District Works Manager, Hebron Road Ind
Estate, Kilkenny
Tel: (056) 772 1813

Killarney Depot

Terry Murphy, District Works Manager, Carrigfreaghane,
Killarney, Co Kerry
Tel: (064) 663 2402

Mallow Depot

John O'Connell, District Works Manager, Quartertown Ind
Est., Mallow, Co Cork
Tel: (022) 422 78

* Be advised that charges from mobile phones to LoCall numbers
may vary

An Rannóg um Chosaint an Chósta

17-19 Sráid Haiste Íochtarach, Baile Átha Cliath 2

Teil: (01) 647 6000 / Íosghlao 1890 213 414 *

Seirbhísí Faoiseamh agus Bhainistíocht Riosca Tuile

Ceannoifig OOP, Sráid Jonathan Swift, Baile Átha

Troim, Co. na Mí

Teil: (046) 942 6000 / Íosghlao 1890 213 414 *

17-19 Sráid Haiste Íochtarach, Baile Átha Cliath 2

Teil: (01) 647 6000 / Íosghlao 1890 213 414 *

Seirbhísí Gairmiúla Innealtóireachta**Seirbhísí Meicniúla & Leictreacha**

Ceannoifig OOP, Sráid Jonathan Swift Street, Baile Átha

Troim, Co. na Mí.

Teil: (046) 942 6000 / Íosghlao 1890 213 414 *

52 Faiche Stiabhna, Baile Átha Cliath 2.

Teil: (01) 647 6000 / Íosghlao 1890 213 414 *

Seirbhísí Innealtóireachta Sibhialta agus Struchtúr

Ceannoifig OOP, Sráid Jonathan Swift Street, Baile Átha Troim,

Co. na Mí. Teil: (046) 942 6000 / Íosghlao 1890 213 414 *

17-19 Sráid Haiste Íochtarach, Baile Átha Cliath 2

Teil: (01) 647 6000 / Íosghlao 1890 213 414 *

OIFIGÍ NA SEIRBHÍSÍ AILTIREACHTA

Ceannoifig OOP, Sráid Jonathan Swift Street, Baile Átha

Troim, Co. na Mí. Teil: (046) 942 6000 / Íosghlao 1890 213 414 *

52 Faiche Stiabhna, Baile Átha Cliath 2.

Teil: (01) 647 6000 / Íosghlao 1890 213 414 *

Mionobreacha Caipitiúla

Ceannoifig OOP, Sráid Jonathan Swift Street, Baile Átha

Troim, Co. na Mí

Teil: (046) 942 6000 / Íosghlao 1890 213 414 *

Oifigí Ailtireachta Réigiúnacha

Réigiún Bhaile Átha Cliath Thuaidh, An Teach Dearg,

Geata Chnoc an Arbhair, Dún Uí Choileáin, Baile Átha Cliath 7

Teil: (01) 474 2040

Réigiún Bhaile Átha Cliath Theas, Caisleán Bhaile Átha Cliath,

Baile Átha Cliath 2. Teil: (01) 677 6106

Teach Marino, Lárionad Gnó Fhionnasclainn, Sligeach

Teil: (071) 911 6200

13 Sráid Chaitríona, Port Láirge. Teil: (051) 845 000

14 Seanbhóthar na Carraige Duibhe, Corcaigh.

Teil: (021) 496 6200

* Tabhair faoi deara gur féidir praghsanna éagsúla a bheith ar ghlaonna ó fhóin phóca ar uimhreacha Lo Call

2 Sráid Mhala, Luimneach

Teil: (061) 313 500

An Teach Bán, 8 Cé an Chladaigh, Gaillimh,

Teil: (091) 546 480

52 Faiche Stiabhna, Baile Átha Cliath 2

Teil: (01) 647 6000 / Íosghlao 1890 213 414 *

Oifigí Ailtireachta Ceantair

Tithe an Rialtais, Lárionad na Mílaoise,

Bóthar N. Alphonsus, Dún Dealgan, Co. Lú

Teil: (042) 933 4221

Tithe an Rialtais, An Bóthar Ard, Leitir Ceanainn, Co. Dhún na nGall

Teil: (074) 912 1365

Tithe an Rialtais, Sráid an Phiarsaigh, Baile Átha Luain, Co. na

hIarmhí Teil: (090) 649 2087

Tithe an Rialtais, Bóthar Mhainistir Laoise, Port Laoise, Co. Laoise

Teil: (057) 862 1133

Tithe an Rialtais, Páirc an Chaisleáin, An tInbhear Mór, Co. Chill

Mhantáin. Teil: (0402) 32 761

An Diméin, Cill Airne, Co. Chiarraí. Teil: (064) 662 2300

Tithe an Rialtais, Sráid an Bhóthair, Durlas, Co. Thiobraid Árann

Teil: (0504) 21 532

Bóthar an Phailliúin, Caisleán an Bharraigh, Co. Mhaigh Eo.

Teil: (094) 902 1331

IOSTAÍ NA SÉADCHOMHARTHAÍ NÁISIÚNTA*Iosta Bhaile Átha an Rí*

Frank Geraghty, Bainisteoir Gníomhach na nOibreacha

Ceantair, An Ráithín,

Baile Átha an Rí, Co. na Gaillimhe.

Teil: (091) 844 797

Iosta Chill Chainnigh

Eamonn Rafter, Bainisteoir na nOibreacha Ceantair, Eastát

Tionsclaíoch Bhóthar Hebron,

Co. Chill Chainnigh. Teil: (056) 772 1813

Iosta Chill Airne

Terry Murphy, Bainisteoir na nOibreacha Ceantair, Carraig an

Phréacháin, Cill Airne,

Co. Chiarraí. Teil: (064) 663 2402

Iosta Mhala

John O'Connell, Bainisteoir na nOibreacha Ceantair, Eastát

Tionsclaíoch Bhaile na Ceathrún,

Mala, Co. Chorcaí. Teil: (022) 422 78

Dromahair Depot

John Corcoran, District Works Manager, Dromahair, Co
Leitrim
Tel: (071) 916 4186

Trim Depot

Thomas Speers, District Works Manager, Newtown, Trim, Co
Meath
Tel: (046) 943 1452

HERITAGE SITES**A**

Adare Castle, Adare	Co. Limerick	Tel: (061) 61396 666
Altamont Gardens, Tullow	Co. Carlow	Tel: (059) 915 9444
Arbour Hill Cemetery, Arbour Hill	Dublin 7	Tel: (01) 821 3021
Ardfert Cathedral, Ardfert, Tralee	Co. Kerry	Tel: (066) 713 4711
Áras an Uachtaráin, Phoenix Park	Dublin 8	Tel: (01) 677 0095 (Visitor Centre)/ LoCall 1890 430 430
Athenry Castle, Athenry	Co. Galway	Tel: (091) 844 797
Aughnanure Castle, Oughterard,	Co. Galway	Tel: (091) 552 214

B

Ballyhack Castle, Ballyhack	Co. Wexford	Tel: (051) 389 468
Barryscourt Castle, Carrigtwohill	Co. Cork	Tel: (021) 488 2218
Battle of the Boyne, Oldbridge Estate, Oldbridge,	Co. Meath	Tel: (041) 980 9950
Boyle Abbey, Boyle	Co. Roscommon	Tel: (071) 966 2604
Brú na Bóinne Visitor Centre (Newgrange and Knowth), Donore	Co. Meath	Tel: (041) 988 0300

C

Cahir Castle, Castle Street Cahir	Co. Tipperary	Tel: (052) 7441011
Carrowmore Megalithic Cemetery, Carrowmore	Co. Sligo	Tel: (071) 9161534
The Casino, Cherrymount Crescent, off Malahide Road, Marino	Dublin 3	Tel: (01) 833 1618
Castletown House, Celbridge	Co. Kildare	Tel: (01) 628 8252
Céide Fields, Ballycastle	Co. Mayo	Tel: (096) 43325
Charles Fort, Summercove, Kinsale	Co. Cork	Tel: (021) 477 2263
Clonmacnoise, Shannonbridge, Athlone,	Co. Offaly	Tel: (090) 967 4195
Coole Park, Gort	Co. Galway	Tel: (091) 631804
Corlea Trackway Visitor Centre, Kenagh	Co. Longford	Tel: (043) 3322386

D

Derrynane House, National Historic Park, Caherdaniel	Co. Kerry	Tel: (066) 947 5113
Desmond Castle, Cork Street, Kinsale,	Co. Cork	Tel: (021) 477 4855
Desmond Hall, The Square, Newcastlewest	Co. Limerick	Tel: (069) 77408
Donegal Castle, Donegal Town	Co. Donegal	Tel: (074) 972 2405
Doneraile Park, Doneraile	Co. Cork	Tel: (087) 251 5965
Dublin Castle, Dame Street	Dublin 2	Tel: (01) 645 8813
Dún Aonghasa, Kilmurvey, Inishmore, Aran Islands	Co. Galway	Tel: (099) 61008
Dungarvan Castle, Castle Street, Dungarvan	Co. Waterford	Tel: (058) 48144
Dunmore Cave, Ballyfoyle	Co. Kilkenny	Tel: (056) 776 7726
Dwyer McAllister Cottage, Derrynamuck, Knockanarrigan	Co. Wicklow	Tel: (0404) 45325/45352 (Glendalough Visitor Centre)

Iosta Dhroim Dhá Thiar

John Corcoran, Bainisteoir na nOibreacha Ceantair, Droim Dhá Thiar, Co Liatroma
Teil: (071) 916 4186

Iosta Bhaile Átha Troim

Thomas Speers, Bainisteoir na nOibreacha Ceantair, An Baile Nua, Baile Átha Troim, Co. na Mí.
Teil: (046) 943 1452

IONAID OIDHREACHTA**A**

Acra na gCraipithe, Sráid na Binne Boirbe
An Casino, Corrán Chnocán na Silíní, lámh le Br. Mhullach Íde, Marino
An Gairdín Cuimhneacháin, Cearnóg Pharnell Thoir
An Mhainistir Mhór, Tulaigh Álainn, Droichead Átha,

Áras an Uachtaráin, Páirc an Fhionnuisce

Ardeaglais Ard Fhearta, Ard Fhearta, Trá Lí

Baile Átha Cliath 7 Teil: (01) 702 8811
Baile Átha Cliath 3 Teil: (01) 833 1618
Baile Átha Cliath 1 Teil: (01) 821 3021
Co. Lú Teil: (041) 982 6459 (Bea – M.F.)
Teil: (041) 988 0300
Teil: (D.F.– deir Aib) Brú na Bóinne
Baile Átha Cliath 8 Teil: (01) 677 0095 (Ionad Cuairteoirí)
Íosglao 1890 430 430
Co. Chiarraí Teil: (066) 713 4711

C

Cairn Loch Craobh, Baile an Chorraigh, An Seanchaisleán

Caiseal na Mumhan, Carraig Phádraig, Caiseal
Caisleán Achadh na nIúr, Uachtar Ard
Caisleán agus Aireagal Ghallaras, Gallaras, Baile na nGall

Caisleán agus Gairdíní Phort Omna, Port Omna
Caisleán an Rois, Cill Airne
Caisleán Áth Dara, Áth Dara
Caisleán Bhaile Átha an Rí, Baile Átha an Rí
Caisleán Bhaile Átha Cliath, Sráid an Dáma
Caisleán Bhaile Átha Troim, Baile Átha Troim
Caisleán Bhaile Hac, Baile Hac
Caisleán Chill Chainnigh, An Pharáid, Cill Chainnigh
Caisleán Chúirt an Bharraigh, Carraig Thuathail
Caisleán Dheasumhain, Sráid Chorcaí, Cionn tSáile
Caisleán Dhún Garbhán, Sráid an Chaisleáin, Dún Garbhán
Caisleán Dhún na nGall, Dún na nGall
Caisleán Fhearna, Fearna
Caisleán Lios Tuathail, An Chearnóg, Lios Tuathail
Caisleán Mhaigh Nuad, Maigh Nuad
Caisleán na Cathrach, Sráid an Chaisleáin An Chathair
Caisleán Parkes, Abhainn an Chartúin
Caisleán Ráth Fearnáin, Ráth Fearnáin
Caisleán Urumhan, Páirc an Chaisleáin, lámh le Sráid an Chaisleáin
Carraig na Siúire
Cath na Bóinne, Eastát an tSeandroichid, An Seandroichead
Cill Mochura, Cill Bhríde
Cluain Mhic Nóis, Droichead na Sionainne, Baile Átha Luain
Crannlann agus Gairdíní Fhóite, Fóite, Carraig Thuathail
Crannlann John F. Kennedy, Ros Mhic Thriúin
Cúirt Ioma, Ioma

Co. na Mí Teil: (049) 854 1240/ (087) 052 4975
Teil: (Iár Mei – deireadh Lún amháin)
Co. Thiobraid Árann Teil: (062) 61437
Co. na Gaillimhe Teil: (091) 552 214
Co. Chiarraí Teil: (066) 915 6444/ 915 6371
Teil: (Ionad an Bhlascaoid)
Co. na Gaillimhe Teil: (090) 974 1658
Co. Chiarraí Teil: (064) 6635851
Co. Luimnigh Teil: (061) 61396 666
Co. na Gaillimhe Teil: (091) 844 797
Baile Átha Cliath 2 Teil: (01) 645 8813
Co. na Mí Teil: (046) 943 8619
Co. Loch Garman Teil: (051) 389 468
Co. Chill Chainnigh Teil: (056) 7704100
Co. Chorcaí Teil: (021) 488 2218
Co. Chorcaí Teil: (021) 477 4855
Co. Phort Láirge Teil: (058) 48144
Co. Dhún na nGall Teil: (074) 972 2405
Co. Loch Garman Teil: (053) 936 6411
Co. Chiarraí Teil: (086) 385 7201
Co. Chill Dara Teil: (01) 628 6744
Co. Thiobraid Árann (052) 7441011
Co. Liatroma Teil: (071) 916 4149
Baile Átha Cliath 14 Teil: (01) 493 9462
Co. Thiobraid Árann Teil: (051) 640787
Co. na Mí Teil: (041) 980 9950
Co. Chill Mhantáin Teil: (0404) 48844/ (01) 857 0909
Co. Uíbh Fhailí Teil: (090) 967 4195
Co. Chorcaí Teil: (021) 481 2728
Co. Loch Garman Teil: (051) 388171
Co. Laoise Teil: (057) 862 6573

E

Emo Court, Emo	Co. Laois	Tel: (057) 862 6573
Ennis Friary, Abbey Street, Ennis	Co. Clare	Tel: (065) 682 9100

F

Famine Warehouse (1848), Ballingarry	Co. Tipperary	Tel: (087) 908 9972
Farmleigh, Phoenix Park	Dublin 15	Tel: (01) 815 5900/ 815 5981
Ferns Castle, Ferns	Co. Wexford	Tel: (053) 936 6411
Fota Arboretum and Gardens, Fota Island, Carrigtwohill	Co. Cork	Tel: (021) 481 2728

G

Gallarus Castle and Oratory, Gallarus, Baile na nGall,	Co. Kerry	Tel: (066) 915 6444/ 915 6371 (The Blasket Centre)
Garden of Remembrance, Parnell Square East	Dublin 1	Tel: (01) 821 3021
Glebe House and Gallery, The Derek Hill Collection, Churchill, Letterkenny,	Co. Donegal	Tel: (074) 913 7071
Glendalough Visitor Centre, Glendalough, Bray	Co. Wicklow	Tel: (0404) 45325/45352
Government Buildings, Upper Merrion Street	Dublin 2	Tel: (01) 645 8813/619 4116
Grangegorman Military Cemetery, Blackhorse Avenue,	Dublin 7	Tel: (01) 821 3021

H

Heywood Gardens, Ballinakill,	Co. Laois	Tel: (057) 873 3563/ (087)6675291
Hill of Tara, Navan,	Co. Meath	Tel: (046) 902 5903 (May-mid Sept) Tel: (041) 988 0300 (Mid Sept- Apr) (Brú na Boinne)

I

Ilnacullin (Garinish Island) Glengarriff, Bantry	Co. Cork	Tel: (027) 63040
Ionad an Bhlascaoid Mhóir, The Blasket Centre, Dún Chaoin, Baile an Fheirtéaraigh,Trá Lí	Co. Chiarraí	Tel: (066) 915 6371/ 915 6444
Iveagh Gardens, Clonmel Street	Dublin 2	Tel: (01) 475 7816

J

Jerpoint Abbey, Thomastown	Co. Kilkenny	Tel: (056) 772 4623
John F. Kennedy Arboretum, New Ross	Co. Wexford	Tel: (051) 388171

K

Kilkenny Castle, The Parade, Kilkenny City	Co. Kilkenny	Tel: (056) 7704100
Kilmacurragh, Kilbride	Co. Wicklow	Tel: (0404) 48844/ (01) 857 0909
Kilmainham Gaol, Inchicore Road	Dublin 8	Tel: (01) 453 5984

L

Listowel Castle, The Square, Listowel	Co. Kerry	Tel: (086) 385 7201
Loughcrew, Corstown, Oldcastle	Co. Meath	Tel: (049) 854 1240/ (087) 052 4975 (mid June – end Aug only)
Lusk Heritage Centre, Lusk	Co. Dublin	Tel: (01) 843 7285/ 833 1618

M

Main Guard, Sarsfield Street, Clonmel	Co. Tipperary	Tel: (052) 6127484
Maynooth Castle, Maynooth	Co. Kildare	Tel: (01) 628 6744
Muckross Friary, Muckross Estate, Killarney		
National Park, Killarney,	Co. Kerry	Tel: (064) 6670144

D

Daingean Rinn Chorráin, Carraigín na Plubóige, Cionn tSáile
 Dearc Fhearna, Baile an Phoill
 Dún Aonghasa, Cill Mhuirbhígh, Árainn

Co. Chorcaí Teil: (021) 477 2263
 Co. Chill Chainnigh Teil: (056) 776 7726
 Co. na Gaillimhe Teil: (099) 61008

E

Eaglais Mhuire, Gabhrán
 Eaglais Naomh Audeon, Margadh an Arbhair, (lámh leis an tSráid Ard)

Co. Cill Chainnigh Teil: (056) 772 6894/(056) 776 7726
 Baile Átha Cliath 8 Teil: (01) 677 0088

F

Farmleigh, Páirc an Fhionnuisce,

Baile Átha Cliath 15 Teil: (01) 815 5900/815 5981

G

Gairdíní Altamont, An Tulach
 Gairdíní Cuimhneacháin an Chogaidh, Droichead na hInse
 Gairdíní Haywood, Baile na Coille
 Gairdíní Uíbh Eachach, Sráid Chluain Meala
 Garraithe Náisiúnta na Lus, Glas Naíon

Co. Cheatharlach Teil: (059) 915 9444
 Baile Átha Cliath 8 Teil: (01) 4757816
 Co. Laoise Teil: (057) 873 3563/(087)6675291
 Baile Átha Cliath 2 Teil: (01) 475 7816
 Baile Átha Cliath 9 Teil: (01) 857 0909 – Áirithintí Turais
 Teil: (01) 804 0300 – Fiosrúcháin Eile

H

Halla Dheasumhain, An Chearnóg, An Caisleán Nua

Co. Luimnigh Teil: (069) 77408

I

Iarsmalann an Phiarsaigh, Páirc N. Éanna, Bóthar na Gráinsí, Ráth Fearnáin
 Ionad an Bhlascaoid Mhóir, Dún Chaoin, Baile an Fheirtéaraigh, Trá Lí
 Ionad Cuairteoirí Bhóthar na Coirre Léithe, Caonach
 Ionad Cuairteoirí Bhrú na Bóinne, (Slí an Bhrú agus Cnóbha) Dún Uabhair
 Ionad Cuairteoirí Ghleann Dá Loch, Gleann Dá Loch, Bré
 Ionad Cuairteoirí Pháirc an Fhionnuisce agus Caisleán Bhaile an Ásaigh,
 Páirc an Fhionnuisce
 Ionad Oidhreacht Lusca, Lusca
 Inis Cathaigh, Cill Rois

Baile Átha Cliath 16 Teil: (01) 493 4208
 Co. Chiarraí Teil: (066) 915 6371/ 915 6444
 Co. an Longfoirt. Teil: (043) 3322386
 Co. na Mí Teil: (041) 988 0300
 Co. Chill Mhantáin Teil: (0404) 45325/45352
 Baile Átha Cliath 8 Teil: (01) 677 0095/(01) 8213021
 Co. Bhaile Átha Cliath Teil: (01) 843 7285/ 833 1618
 Co. an Chláir Teil: (065) 682 9100
 Teil: (Mainistir na hInse)

M

Main Guard, Sráid an tSáirséalaigh, Cluain Meala,
 Mainistir Mhucrois, Eastát Mhucrois, Cill Airne
 Mainistir Mhuire, Lána Theach an Tionóil, lámh le Sráid Chéipil
 Mainistir na Búille
 Mainistir na hInse, Sráid na Mainistreach, Inis
 Mainistir Sheireapúin, Baile Mhic Andáin,
 Mainistir Shligigh, Sráid na Mainistreach, Sligeach
 Mainistir Tintern, Muileann an tSáile, Ros Mhic Thriúin

Co. Thiobraid Árann Teil: (052) 6127484
 Co. Chiarraí Teil: (064) 6670144
 Baile Átha Cliath 1 Teil: (01) 833 1618
 Co. Ros Comáin Teil: (071) 966 2604
 Co. an Chláir Teil: (065) 682 9100
 Co. Chill Chainnigh Teil: (056) 772 4623
 Co. Shligigh Teil: (071) 914 6406
 Co. Loch Garman Teil: (051) 562650
 Teil: (056) 772 4623 (M. F.- lár Mei.)

Muilte Arbhair agus Lín an Mhuilinn Úir,
 Bóthar Mhín an Lábáin, Leitir Ceanainn

Co. Dhún na nGall Teil: (074) 912 5115

N

National Botanic Gardens, Glasnevin	Dublin 9	Tel: (01) 857 0909 (Tour Bookings) Tel: (01) 804 0300 (Other Enquiries)
Newmills Corn and Flax Mills, Churchill Road, Letterkenny	Co. Donegal	Tel: (074) 912 5115

O

Old Mellifont Abbey, Tullyallen, Drogheda	Co. Louth	Tel: (041) 982 6459 (May – Sept) Tel: (041) 988 0300 (Oct – end Apr)
Ormond Castle, Castle Park, off Castle Street, Carrick-on-Suir	Co. Tipperary	Tel: (051) 640787

P

Parke's Castle, Fivemile Bourne,	Co. Leitrim	Tel: (071) 916 4149
Pearse Museum, St. Enda's Park, Grange Road, Rathfarnham	Dublin 16	Tel: (01) 493 4208
Phoenix Park Visitor Centre & Ashtown House, Phoenix Park	Dublin 8	Tel: (01) 677 0095/ (01) 8213021
Phoenix Park, A National Historic Park, Whitefields, Phoenix Park	Dublin 8	Tel: (01) 821 3021
Phoenix Park, People's Flower Gardens, Phoenix Park	Dublin 8	Tel: (01) 821 3021
Portumna Castle and Gardens, Portumna	Co. Galway	Tel: (090) 974 1658

R

Rathfarnham Castle, Rathfarnham	Dublin 14	Tel: (01) 493 9462
Reginald's Tower, The Quay, Waterford,	Co. Waterford	Tel: (051) 304220
Rock of Cashel, St. Patrick's Rock of Cashel, Cashel,	Co. Tipperary	Tel: (062) 61437
Roscrea Heritage (Castle and Damer House) Castle Street, Roscrea	Co. Tipperary	Tel: (0505) 21850
Ross Castle, Killarney,	Co. Kerry	Tel: (064) 6635851
Royal Hospital Kilmainham, Military Road, Kilmainham	Dublin 8	Tel: (01) 612 9900

S

Scattery Island, Kilrush	Co. Clare	Tel: (065) 682 9100 (Ennis Friary)
Skellig Michael	Co. Kerry	Tel: (01) 647 6912 (National Monuments) (01) 647 6000 (Visitors Services)
Sligo Abbey, Abbey Street, Sligo	Co. Sligo	Tel: (071) 914 6406
St. Audoen's Church, Cornmarket, (near High Street)	Dublin 8	Tel: (01) 677 0088
St. Mary's Abbey, Meetinghouse Lane, Off Capel Street	Dublin 1	Tel: (01) 833 1618
St. Mary's Church, Gowran	Co. Kilkenny	Tel: (056) 772 6894/ (056) 776 7726
St. Stephen's Green Park, St. Stephen's Green	Dublin 2	Tel: (01) 475 7816
Swiss Cottage, Kilcommon, Cahir	Co. Tipperary	Tel: (052) 7441144

T

Teach an Phiarsaigh (Patrick Pearse's Cottage), Inbhear, near Rosmuc	Co. Galway	Tel: (091) 574 292
The Croppies Acre, Benburb Street	Dublin 7	Tel: (01) 702 8811
Tintern Abbey, Saltmills, New Ross	Co. Wexford	Tel: (051) 562650/ (056) 772 4623 (Sept – mid June)
Trim Castle, Trim	Co. Meath	Tel: (046) 943 8619

W

War Memorial Gardens, Islandbridge,	Dublin 8	Tel: (01) 4757816
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Heritage Card**Callsave 1850 600 60 ***

* Be advised that charges from mobile phones to LoCall numbers may vary

O

Oidhreacht Ros Cré, (Caisleán agus Teach Damer),

Sráid an Chaisleáin, Ros Cré

Co. Thiobraid Árann Teil: (0505) 21850

Oileán an Chuilinn (Garinis) An Gleann Garbh, Beantraí

Co. Chorcaí Teil: (027) 63040

Ospidéal Ríoga Cill Mhaighneann, An Bóthar Míleata, Cill Mhaighneann

Baile Átha Cliath 8 Teil: (01) 612 9900

P

Páirc an Fhionnuisce, Gairdíní an Phobail

Baile Átha Cliath 8 Teil: (01) 821 3021

Páirc an Fhionnuisce, Páirc Náisiúnta Stairiúil,

Na Goirt Bhána, Páirc an Fhionnuisce

Baile Átha Cliath 8 Teil: (01) 821 3021

Páirc Dhún ar Aill, Dún ar Aill

Co. Chorcaí Teil: (087) 251 5965

Páirc Fhaiche Stiabhna, Faiche Stiabhna

Baile Átha Cliath 2 Teil: (01) 475 7816

Páirc na Cúile, Gort

Co. na Gaillimhe Teil: (091) 631804

Páircanna Céide, Baile an Chaisil

Co. Mhaigh Eo Teil: (096) 43325

Príosún Chill Mhaighneann, Bóthar Inse Chór

Baile Átha Cliath 8 Teil: (01) 453 5984

R

Reilig Chnoc an Arbhair, Cnoc an Arbhair

Baile Átha Cliath 7 Teil: (01) 821 3021

Reilig Mheigiliteach na Ceathrún Móire, An Cheathrú Mhór

Co. Shligigh Teil: (071) 9161534

Reilig Mhíleata Ghráinseach Ghormáin, Ascaill an Chiardhuibh

Baile Átha Cliath 7 Teil: (01) 821 3021

S

Sceilg Mhichíl,

Co. Chiarraí Teil: (01) 647 6912
(Séadchomharthaí Náisiúnta)
Teil: (01) 647 6000
(Seirbhísí do Chuariteoirí)**T**

Teach agus Gailearaí Gléibe, Bailiúchán Derek Hill,

Mín an Lábáin, Leitir Ceanainn

Co. Dhún na nGall Teil: (074) 913 7071

Teach an Phiarsaigh, Inbhear, lámh le Ros Muc

Co. na Gaillimhe Teil: (091) 574 292

Teach Bhaile an Chaisleáin, Cill Droichid

Co. Chill Dara Teil: (01) 628 8252

Teach Cogaidh an Ghorta Mhóir (1848), Baile an Gharraí

Co. Thiobraid Árann Teil: (087) 908 9972

Teach Dhoire Fhionnán, Cathair Dónall

Co. Chiarraí Teil: (066) 947 5113

Teachín Eilvéiseach, Cill Chuimín, An Chathair

Co. Thiobraid Árann Teil: (052) 7441144

Teachín Uí Dhubhair Mhic Alastair, Doire na Muc, Cnoc an Aragain

Co. Chill Mhantáin Teil: (0404) 45325/45352

Teamhair, An Uaimh

Co. na Mí Teil: (046) 902 5903 (Bea-lár M.Fómh)
Teil: (041) 988 0300 (Bea-lár M.Fómh)
Teil: (Brú na Bóinne)

Tithe an Rialtais, Sráid Mhuirfean Uachtarach

Baile Átha Cliath 2 Teil: (01) 645 8813/619 4116

Túr Reginald, An Ché, Port Láirge

Co. Phort Láirge Teil: (051) 304220

Cárta Oidhreachta**Glaosábhála 1850 600 60 ***

* Tabhair faoi deara gur féidir praghsanna éagsúla a bheith ar ghlaonna ó fhóin phóca ar uimhreacha Lo Call

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Innealtóireachta
Tony Smythakóir

Polasal agus Bainistíocht
Riosca Tuilte

Seirbhís Bainistíochta
Thionscadal na dtuilte/
Seirbhís Tacaiachta Chothabháil na Draenála Artaireach
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John Curtin

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Allanluigh
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Náisiúnta um Sholáthar
Vincent Campbell

An tSeirbhís Náisiúnta um Sholáthar

Foinsíú
Tairgde

Tagarmharcáil Caidreamh le Soláthraithe
Caidreamh le Claint
Caighdeánú Próiseas
Martin Bourke

Catagóirí Leagáidí Ceannach
Comhairliúcháin
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Corparáideacha
Foluntas

Seirbhísí Corparáideacha

Airgeadas & Cuntais
Mick Long

Pearsanna & Forbairt
June Thompson

Teicneolaíocht Faisnéise & Cumarsáide agus Eagrúcháin
Mick Long

Bainistíocht Eadlaine
Saoráil Faisnéise
Beartaí
Iniúchadh Imhédhach
CP & Preasofig

In their dealings with the public, Civil Service Departments and Public Service offices will:

Quality Service Standards

Publish a statement that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery.

Equality/Diversity

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

Physical Access

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

Information

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service web sites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

Timeliness and Courtesy

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer. Give contact names in all communications to ensure ease of ongoing transactions.

Complaints

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

Appeals

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

Consultation and Evaluation

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

Choice

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

Official Languages Equality

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

Better Co-ordination

Foster a more co-ordinated and integrated approach to delivery of public services.

Internal Customer

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

Deir an dá phrionsabal déag go ndéanfaidh na Ranna Státseirbhíse agus na hoifigí Seirbhíse Poiblí na rudaí seo a leanas agus iad ag déileáil leis an bpobal:

Caighdeáin do Sheirbhís ar Ardchaighdeán

Ráiteas a fhoilsiú a leagann amach nádúr agus caighdeán na seirbhíse gur féidir leis an bpobal a bheith ag súil leo, agus é a thaispeáint go feiceálach ag an bpointe seachadta seirbhíse.

Comhionannas/Éagsúlacht

Na cearta ar chóir comhionann a bhunaigh reachtaíocht chomhionannais, agus freastal ar éagsúlacht, ionas go gcuirfead le comhionannas do na grúpaí arna gcuimsiú ag an reachtaíocht chomhionannais (ar fhorais inscne, stádas pósta, stádas teaghlach, gnéaschlaonta, creidimh reiligiúnda, aoise, míchumais, cine agus a bheith mar dhuine den Lucht Siúil). Bacainní maidir le rochtain ar sheirbhísí do dhaoine atá ag fulaingt ó bhochtaineas agus eisiamh sóisialta, agus do dhaoine a bhfuil bacainní geografacha ar sheirbhísí orthu, a aithint agus iarracht a dhéanamh deireadh a chur leo.

Rochtain Fhisiceach

Oifigí poiblí glana, inrochtaine a chur ar fáil a chinnteoidh príobháideachas, a thiocfaidh le caighdeáin ghairme agus sábháilteachta, agus, mar chuid de sin, a éascóidh rochtain do dhaoine faoi mhíchumas agus do dhaoine a bhfuil riachtanais shonracha ag baint leo.

Eolas

Cur chuige forghníomhach a ghlacadh maidir le heolas soiléir, tráthúil agus cruinn a sholáthar, eolas a bheidh ar fáil ag gach pointe teagmhála agus a chomhlíonfaidh riachtanais dhaoine a bhfuil riachtanais shonracha ag baint leo. A chinntiú go mbainfead leas iomlán as an deis a thugann Teicneolaíocht na Faisnéise agus go leanfaidh an t-eolas ar fáil ar láithreáin ghréasáin na seirbhíse poiblí na treoirlínte ar fhoilsiú ar an idirlíon. Leanúint leis an iarracht chun rialacha, rialacháin, foirmeacha, bileoga eolais agus nósanna imeachta a shimplíú.

Tráthúlacht agus Cuirteís

Seirbhísí ar ardchaighdeán a sheachadadh le cuirteís, íogaireacht agus lena laghad moille is féidir, chun timpeallacht de mheas frithpháirteach a chothú idir an soláthróir agus an custaiméir.

Ainmneacha teagmhála a thabhairt sa chumarsáid go léir le go mbeidh idirbheartaíochtaí leanúnacha éasca.

Gearáin

Córas a mbeidh bolscaireacht mhaith déanta air, a bheidh inrochtaine agus trédhearcach agus a bheidh éasca le húsáid a chothabháil chun déileáil le gearáin faoi chaighdeán na seirbhíse a soláthraítear.

Achomhairc

Ar an gcaoi chéanna, córas achomhairc/athbhreithnithe foirmeálta, a mbeidh bolscaireacht mhaith déanta air, atá inrochtaine agus trédhearcach agus atá éasca le húsáid a chothabháil do chustaiméirí a bhíonn míshásta le cinntí maidir le seirbhísí.

Comhchomhairle agus Meastóireacht

Cur chuige struchtúrtha a chur ar fáil maidir le comhchomhairle a mbaineann brí leis le custaiméirí agus rannpháirteacht na gcustaiméirí sin ann, maidir le seirbhísí a fhorbairt, a sheachadadh agus a athbhreithniú.

Rogha

Rogha a chur ar fáil, nuair is féidir, i leith sheachadadh seirbhísí, lena n-áirítear modhanna íocaíochta, suíomh na bpointí teagmhála, uaire oscailte agus amanna seachadta. Teicneolaíocht a bheidh ar fáil agus a bheidh ag teacht chun cinn a úsáid chun an t-uasleibhéal rochtana agus eolais agus caighdeán an tseachadta a chinntiú.

Comhionannas do Theangacha Oifigiúla

Seirbhísí ar ardchaighdeán a chur ar fáil trí Ghaeilge agus/nó go dátheangach agus custaiméirí a chur ar an eolas maidir leis an gceart atá acu a roghnú go ndéileálfaí leo trí cheann amháin nó eile den dá theanga oifigiúla.

Comhordú Níos Fearr

Cur chuige níos comhordaithe agus níos lánpháirithe i leith seachadadh seirbhísí poiblí a chothú.

Custaiméirí Inmheánacha

A chinntiú go n-aithneofar an fhoireann mar chustaiméirí inmheánacha agus go mbeidh an tacaíocht chúí acu agus go rachfar i gcomhairle leo maidir le saincheistean seachadta seirbhísí.

When you telephone us, we will

- Be available to answer telephone enquiries during normal working hours*
- Answer your calls promptly
- If we are not immediately available, an automated voicemail will allow you to leave a message to which we will promptly respond on our return
- Be courteous and identify ourselves and our area of work
- Be helpful and provide you with clear and accurate information
- Take your details and call you back if we cannot answer your query immediately
- If it is necessary to transfer you to another section, give you the name, section and telephone number of the person to whom you are being transferred
- Keep internal telephone directories up to date
- Ensure that official letterheads are kept up to date and relevant addresses, telephone numbers and email addresses are legibly printed
- Ensure that any first response staff (eg. Reception, Telephone Switch etc.) are properly trained in Customer Service techniques.

In corresponding with you, we will

- Acknowledge all written enquiries and non-routine correspondence (including faxes and email) promptly
- Aim to provide a more comprehensive reply to at least 95% of such correspondence within twenty working days
- Use clear and simple language and keep technical/official terms and acronyms to a minimum
- On request, provide you with a contact name, telephone number, fax number, email address and where applicable, a reference or file number
- Send any correspondence received by us which is a matter for another Department or Agency to them immediately, and notify you of this course of action
- Ensure that correspondence is answered in whichever of the official languages it is received.

If you visit our offices, we will

- Be available to meet with you, by appointment, during normal working hours. We will try to be flexible should you require an appointment scheduled outside these hours
- Meet with you punctually, where you have an appointment. Should you not have an appointment, we will do our best to accommodate you
- Receive you courteously and be fair and helpful to you
- Direct you to the person who can deal with your enquiry as soon as possible
- Ensure that our offices are clean and safe and provide appropriate facilities for all meetings
- Continuously review access to our offices for all callers, including those with a disability.

* Normal working hours : 9.15am – 1.00pm and 2.15pm – 5.30 pm Monday to Thursday (5.15p.m Friday). Some local offices staffed primarily by operational project /site staff may not be occupied at all times within these hours.

Nuair a chuireann tú glaoch teileafóin orainn:

- Beidh fáil orainn chun freagra a thabhairt ar fhiosrúcháin teileafóin le linn gnáth-uaireanta oibre*
- Freagróimid do ghlaonna go gasta
- Mura mbíonn fáil orainn láithreach, cuirfidh glórphost uathoibríthe ar do chumas teachtaireacht a fhágáil, a gcuirfimid freagra air go gairid tar éis filleadh dúinn
- Beimid cúirtéiseach agus cuirfimid sinn féin agus ár réimse oibre in iúl duit
- Beimid cabhrach agus cuirfimid eolas soiléir, cruinn ar fáil duit
- Glacfaimid do shonraí teagmhála agus glaofaimid ar ais ort mura féidir linn do cheist a fhreagairt láithreach
- Más gá tú a chur ar aghaidh chuig rannóg eile, tabharfaimid duit ainm an té a bhfuilimid do do chur ar aghaidh chuige, maille lena uimhir teileafóin agus ainm a rannóige
- Coimeádfaimid eolaithe teileafóin inmheánacha suas-chun-dáta
- Cinnteoidimid go gcoimeádtar ceannlitreacha oifigiúla suas-chun-dáta agus go mbíonn seoltaí ábhartha, uimhreacha teileafóin agus seoltaí r-phoist priontáilte ar shlí sholáite
- Cinnteoidimid go mbeidh an fhoireann chéad-fhreagartha (e.g. Fáilte, Lasc-chláir) oile go maith i dteicnící Sheirbhís Chustaiméara.

Agus sinn i gcomhfhreagras leat:

- Cuirfimid admháil go gasta ar gach fiosrúchán i scríbhinn agus aon chomhfhreagras neamh ghnách (facsanna agus r-phoist san áireamh)
- Féachfaimid le freagra níos cuimsithí a chur ar 95% ar a laghad den chineál seo comhfhreagrais taobh istigh de fiche lá oibre
- Úsáidfimid stíl teanga a bheidh soiléir agus simplí agus bainfimid a laghad úsáide agus is féidir as téarmaí teicniúla/ oifigiúla agus as acrainmneacha
- Má iarrann tú a leithéid, tabharfaimid duit ainm teagmhála, uimhir theileafóin, uimhir facs, seoladh r-phoist agus, nuair is cuí, uimhir thagartha don chód
- Seolfaimid ar aghaidh láithreach aon chomhfhreagras a fhaighimid, ar do Roinn nó Ghníomhaireacht eile dó, agus cuirfimid é sin in iúl duit
- Cinnteoidimid go gcuirfear freagra ar aon chomhfhreagras i gcíbe teanga oifigiúil ina fhaightear é.

Má thugann tú cuairt ar ár n-oifigí:

- Beimid ar fáil chun casadh ort, ach coinne a dhéanamh roimh ré, le linn gnáth-uaireanta oibre. Déanfaimid ár ndícheall bheith solúbtha sa chás go mbíonn gá agat le coinne a sceidealú taobh amuigh de na huairéanta sin
- Casfaimid ort go pointiúil nuair a bheidh coinne agat. Mura mbíonn coinne socraithe agat, déanfaimid ár ndícheall freastal ort
- Fáilteoidimid romhat go cúirtéiseach agus beimid cothrom agus fóinteach leat
- Díreoidimid tú go dtí an té ar féidir leis/léi déileáil le d'fhiosrúchán chomh luath agus is féidir
- Cinnteoidimid go mbeidh ár n-oifigí glan agus sábháilte agus go mbeidh áiseanna oiriúnacha iontu do gach cruinniú
- Athbhreithneoidimid go rialta inrochtaine ár n-oifigí do dhaoine a bhuaileann isteach, iadsan faoi mhíchumas san áireamh.

* Gnáth-uaireanta oibre: 9.15am – 1.00pm agus 2.15pm – 5.30 pm, Luan go Déardaoin (5.15p.m Dé hAoine)
Tharlódh sé nach mbeadh foireann ar dualgas an tam ar fad le linn na nuairéanta seo i gcuid de na hoifigí áitiúla, a mbíonn foireann thionscadal oibríocha/láithreán ina mbun

Mission Statement

To deliver, in support of Government policies, high quality customer services in property, flood risk management, general procurement and heritage in the most sustainable, efficient and economic way possible.

The Office of Public Works (OPW) is first and foremost a service organisation.

Our ethos is client focus, timely delivery and value for money.

The OPW is committed to providing you, our customer, with an excellent service by maintaining and improving its commitment to, and delivery of, the highest standards of quality service.

This Charter sets out the standards of service you can expect from us. It should be read in conjunction with our Customer Action Plan, which details our approach to planning for good customer service across the 12 Civil Service Principles for Quality Customer Service.

Our Commitments to You

In line with our Mission Statement:

We will ensure the basic fitness for purpose of any building or premises which we provide to our customers.

We undertake to give a quality service in all of the core areas detailed in our Mission Statement.

We will aim to deliver a quality service on time and in budget.

Communications

Telephone Enquiries

- We will be available to answer telephone enquiries during normal working hours ¹
- We will identify ourselves and our area of work
- We will be helpful and courteous at all times and provide you with as much information as possible
- We will respond to voice mail messages promptly
- If specific staff are not available to speak with you when you call, we will ensure that you are assisted in their absence
- We will make it easy for you to contact us by providing a LoCall service at 1890 213 414 ³

Written Correspondence

- We will acknowledge all written enquiries and non-routine correspondence (including faxes and email) promptly and will endeavour to comprehensively reply to 95% of all correspondence within 20 working days
- We will ensure that all correspondence contains contact name, telephone number, reference number (where appropriate), fax number and email address.

Personal Callers

- We will be available to meet with you by appointment during normal working hours and we will be as flexible as possible if you need to have an appointment scheduled outside these hours
- We will provide clean, accessible and welcome public offices that meet with health and safety standards.

Information

General

- We will provide our customers with clear, accurate, comprehensive and up-to-date information on our policies, schemes and services
- We will use clear simple language in the design of our information leaflets
- We will ensure that all generally available information is accessible in both electronic and printed format if required.

Freedom of Information

- We will fulfil all statutory requirements in relation to making information available within the specified time
- We will make every effort to ensure that simple requests are dealt with outside the scope of the relevant legislation with minimum inconvenience to requesters.

Website

- Our website (www.opw.ie) will be up-to-date, relevant, user-friendly and accessible to all our customers, including those with visual disabilities
- We will, where appropriate and feasible, provide links from our website to other relevant sources of information on the internet
- We will provide for a contact facility for users of the website and will aim to respond to any issues raised there within 20 working days.

Ráiteas Misin

Seirbhísí do chustaiméirí ar ardchaighdeán maidir le maoin, bainistíocht riosca tuile, soláthar ginearálta agus oidhreacht a sheachadadh, mar thaca le beartais an Rialtais, sa tslí is inbhuanaithe, is éifeachtúla, is eacnamúla agus is indéanta.

Eagraíocht sheirbhíse atá in Oifig na nOibreacha Poiblí (OOP) sa chéad dul síos.

Díriú ar an gcliant, seachadadh tráthúil agus luach ar airgead atá mar éiteas againn.

Tá OOP dírithe ar shár-sheirbhís a chur ar fáil duitse, ár gcustaiméir, trína thiomantas do sheachadadh seirbhíse, ar an leibhéal is airde ar féidir, a choinneáil agus a fheabhsú.

Leagtar amach sa Chairt seo na caighdeáin seirbhíse ar féidir leat bheith ag súil leo uainne. Ba chóir í a léamh i gcomhar lenár bPlean Gníomhaíochta Custaiméirí ina dtugtar ár gcur chuige maidir le pleanáil do dhea-sheirbhís do chustaiméirí thar an 12 Prionsabal do Sheirbhís Ardchaighdeáin do Chustaiméirí.

Ár nGealltanais Duitse

Ag teacht dúinn lenár Raiteas Misin:

Cinnteoimid oiriúnacht dá fheidhm ag aon fhoirgneamh nó áitreabh a cuirimid ar fáil dár gcustaiméirí.

Geallaimid go dtabharfaimid seirbhís ardchaighdeáin i ngach lár-réimse atá sonraithe inár Ráiteas Misin.

Tá mar aidhm againn seirbhís ardchaighdeáin a chur ar fáil go tráthúil agus taobh istigh den bhuiséad.

Cumarsáid

Fiosrúcháin Teileafóin

- Beidh fáil orainn chun fiosrúcháin teileafóin a fhreagairt taobh istigh de ghnáth-uaireanta oibre ¹
- Cuirfimid sinn féin agus ár réimse oibre in iúl
- Beimid cabhrach agus cúirtéiseach i gcónaí agus tabharfaimid duit oiread eolais agus is féidir
- Freagróimid teachtaireachtaí glórphoist go grod
- Mura mbíonn comhaltaí foirne ar leith ar fáil nuair a ghlaonn tú cinnteoimid go gcabhraítear leat ina n-éagmais
- Féachfaimid leis an saol a éascú duit trí sheirbhís íosghlao ag 1890 213 414 ³ a chur ar fáil.

Comhfhreagras i Scríbhinn

- Cuirfimid admháil go gasta ar gach fiosrúchán neamh-ghnách i scríbhinn (facsanna agus r-phoist san áireamh) agus féachfaimid le freagra cuimsitheach a chur ar 95% de gach comhfhreagras taobh istigh de 20 lá oibre
- Deimhneoidimid go gcuimsíonn gach comhfhreagras an t-ainm teagmhála ceart, an uimhir theileafóin, an uimhir thagartha (nuair is cuí) agus seoladh r-phoist.

Cuairteoirí Pearsanta

- Beidh fail orainn chun casadh leat le linn gnáth-uaireanta oibre ach coinne a dhéanamh roimh ré agus beimid chomh solúbtha agus is féidir má bhíonn coinne uait taobh amuigh de na huaireanta sin
- Soláthróimid oifigí glana, so-aimsithe agus fáilteacha a shásaíonn caighdeáin sláinte agus sábháilteachta.

Eolas

Ginearálta

- Cuirfimid eolas soiléir, cruinn, cuimsitheach agus suas-chun-dáta faoinár bpolasaithe, ár scéimeanna is ár seirbhísí ar fáil dár gcustaiméirí
- Bainfimid úsáid as friotail chainte shoiléire, shimplí agus ár mbileoga eolais á ndruchtú againn
- Cinnteoimid go mbeidh teacht ar gach faisnéis, a mbeidh fáil uirthi go coitianta, i bhformáidí leictreonach agus clóite araon, más gá.

Saoráil Faisnéise

- Comhlíonfaimid gach foráil reachtúil i dtaca le faisnéis a chur ar fáil taobh istigh den teorainn ama atá leagtha síos
- Déanfaimid gach dícheall a chinntiú go ndéileálfar le hiarratais shimplí taobh amuigh d'fhorálacha na reachtaíochta ábhartha lena laghad míchaoithiúlachta agus is féidir do na hiarrthóirí.

Suíomh Gréasáin

- Beidh ár suíomh gréasáin (www.opw.ie) suas-chun-dáta, soláimhsithe agus so-aimsithe ag ár gcustaiméirí uile, iadsan faoi mhíchumas radhairc san áireamh
- Soláthróimid naisc ar ár suíomh gréasáin le foinsí eile eolais, a bhaineann le hábhar, ar an idirlíon
- Soláthróimid áis teagmhála d'úsáideoirí an idirlín agus féachfaimid le freagra a sholáthar d'aon cheist a thógtar ansin taobh istigh de 20 lá oibre.

Equality

- We are committed to providing services to all our customers on an equal status basis. This means that we will accommodate the needs of specific customers or groups of customers with a view to achieving an equality of treatment
- We will ensure that public areas within our premises and sites meet the requirements of the Disability Act 2005
- We will, on behalf of our Customer Departments, Offices and Agencies, ensure that any new buildings or premises we provide them will be accessible by all. We will, on a progressive basis, deal with older buildings and premises to ensure that they are also rendered accessible.

Service through Irish

- We will continue to fulfil the requirements of the Official Languages Act 2003 in regard to the needs of our Irish language customers
- We will implement the terms of our Official Languages Scheme.

Complaints/Appeals Procedures

*Complaints*²

- If you are unhappy with the quality of service you have received, you have the right to complain
- The Customer Service Officer (CSO) within the Business Unit providing the service with which you are unhappy, will initially deal with your complaint. If there is no resolution at that level, an internal appeal may be made to the relevant Senior Manager. Details for all CSOs and Senior Managers are provided in the Customer Action Plan
- Complaints in relation to services provided within the Heritage remit can be made to the Guide or the Guide Supervisor at the Heritage site in question
- All complaints will be dealt with promptly, fairly and impartially.

Appeals

If your complaint cannot be dealt with at OPW level, an appeal may be made to the Office of the Ombudsman.

The Ombudsman, 18 Lr. Leeson St., Dublin 2.

Tel: (01) 639 5600, LoCall: 1890 22 30 30³,

email: ombudsman@ombudsman.gov.ie.

Web: www.ombudsman.gov.ie

Feedback

We regard feedback as the key to understanding the needs and expectations of our customers. To ensure that your views and comments - both positive and negative – are communicated to us, we encourage staff to use their day-to-day contact with customers as a means of gathering feedback on quality of service provided. Customers can also email their comments to info@opw.ie.

Where to find us

The OPW's headquarters has decentralised and is located at Jonathan Swift Street, Trim, Co. Meath.

Main Telephone No. : 046 942 6000

LoCall : 1890 213 414³

Main Fax No.: 046 948 1793

Web: www.opw.ie

All contact addresses and telephone numbers for our regional offices and heritage sites can be found at Appendix 1 in our Customer Action Plan. The Action Plan and this Charter can be downloaded, in both English and Irish, from our website.

¹ Normal working hours : 9.15am – 1.00pm and 2.15pm – 5.30 Monday to Thursday (5.15pm Friday). Some regional /local offices staffed primarily by operational project /site staff may not be occupied at all times within these hours.

² "Complaint" is deemed not to include any legal or other claims for which a separate procedure already exists or is set out in law.

³ Be advised that charges from mobile phones to LoCall numbers may vary.

Comhionannas

- Táimid tiomnaithe do sheirbhís a sholáthar d'ár gcustaiméirí ar bhonn comhchéime. Is ionann seo is a rá go bhfreastalóimid ar riachtanais chustaiméirí ar leith nó grúpaí custaiméirí agus é mar aidhm againn comhionannas ionramhála a bhaint amach
- Cinnteoimid go gcomhlíonann ionaid phoiblí inár n-áitribh forálacha an Acht Míchumais 2005
- Cinnteoimid go mbeidh aon fhoirgneamh nó áitreabh nua a sholáthróimid d'ár Ranna Custaiméara, Oifigí nó Gníomhaireachtaí so-aimsithe ag cách. Pléimid, ar bhonn forásach, le foirgnimh agus áitribh níos sine chun go gcinnteofaí go mbeidh siadsan so-aimsithe freisin.

Seirbhís trí Ghaeilge

- Leanfaimid orainn de bheith ag comhlíonadh forálacha Acht na dTeangacha Oifigiúla 2003 maidir le riachtanais ár gcustaiméirí le Gaeilge a shásamh
- Feidhmeoimid téarmaí Scéim na dTeangacha Oifigiúla.

Gnásanna Gearáin/Achomhairc

Gearáin ²

- Má tá tú míshásta le caighdeán na seirbhíse atá faighte agat, tá tú i dteideal gearán a dhéanamh
- Is é an tOifigeach Sheirbhís Chustaiméara (CSO) san Aonad Gnó a sholáthraíonn an tseirbhís, lena bhfuil tú míshásta, is túisce a dhéileálfaidh le do ghearán. Murar féidir an cheist a réiteach ar an leibhéal sin is féidir achomharc inmheánach a chur go dtí an Bainisteoir Sinsearach ábhartha. Tá sonraí do na hOifigigh Sheirbhís Chustaiméara uile agus do na Bainisteoirí Sinsearacha tugtha sa Phlean Gníomhaíochta Custaiméirí
- Is féidir gearáin a bhaineann le seirbhísí a sholáthraítear mar chuid de réimse na hOidhreachta a dhéanamh leis an Treoraí nó an Maor Treorach ag an ionad Oidhreachta atá i gceist
- Pléifear go tráthúil, go cothrom agus go neamhspleách le gach gearán.

Achomhairc

Murar féidir plé le do ghearán ar leibhéal an OOP is féidir achomharc a dhéanamh le hOifig an Ombudsman. An tOmbudsman, 18 Sr. Líosain Íoch., Baile Átha Cliath 2. Teil: (01) 639 5600, Íosghlao: 1890 22 30 30 ³, r-phost: ombudsman@ombudsman.gov.ie. Suíomh gréasáin: www.ombudsman.gov.ie

Aiseolas

Breathnaímid ar aiseolas mar ghluais chun riachtanais agus ionchais ár gcustaiméirí a thuiscint. Le go mbeimis cinnte go gcuirtear do thuairimí is do bharúlacha – bídis dearfach nó diúltach – in iúl dúinn, gríosaimid an fhoireann chun leas a bhaint as a dteagmháil ó lá go chéile le custaiméirí mar áis chun aiseolas a bhailiú faoi chaighdeán na seirbhíse a chuirtear ar fáil. Tig le custaiméirí a mbarúlacha a sheoladh mar ríomhphost chuig info@opw.ie.

Mar a bhfuil teacht orainn

Tá Ceannoifig OOP dláraithe agus tá sí suite anois ar Shráid Jonathan Swift, Baile Átha Troim, Co. na Mí.

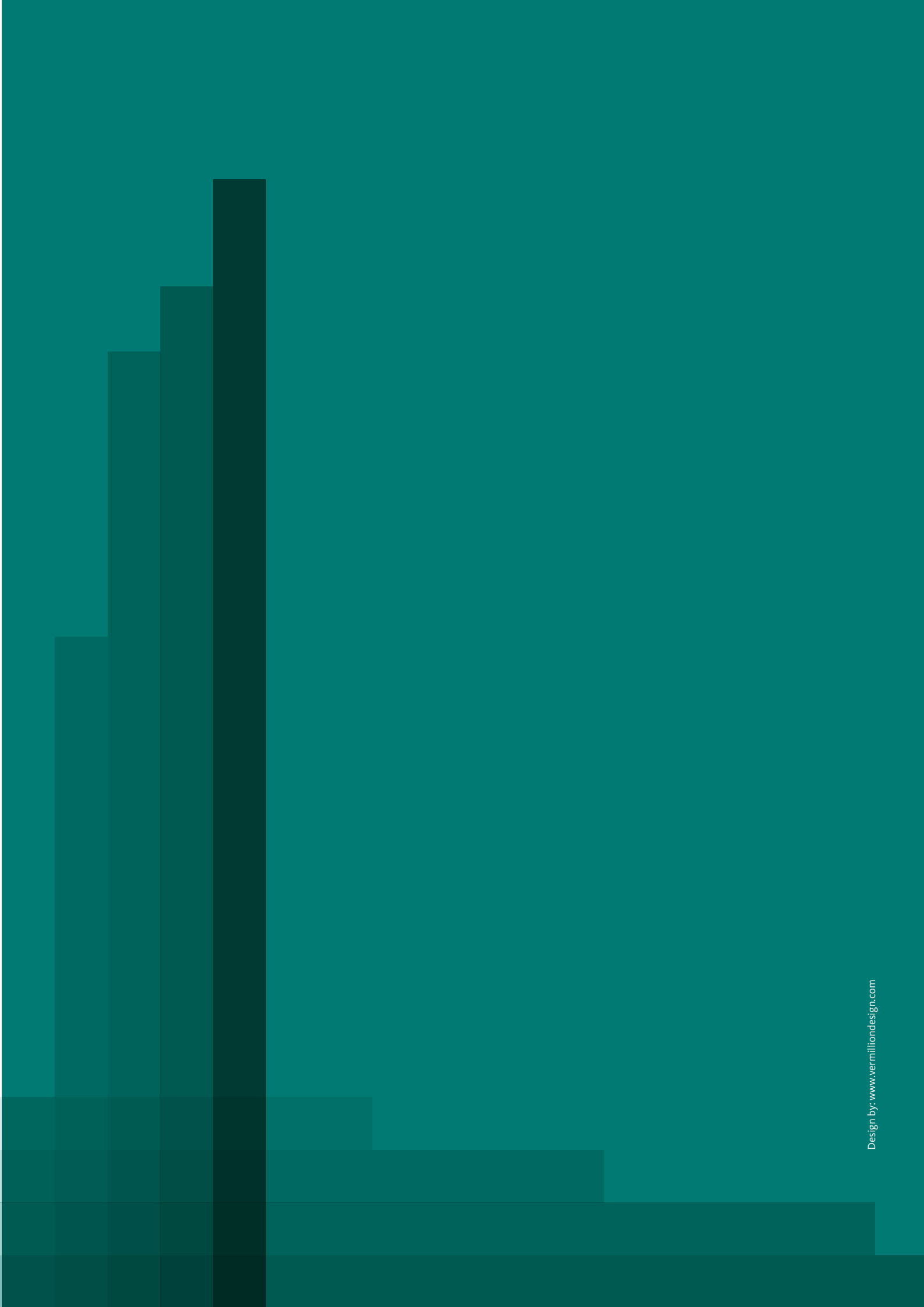
Príomhuimhir Theileafóin: 046 942 6000
Íosghlao: 1890 213 414 ³
Príomhuimhir Facs: 046 948 1793
Suíomh gréasáin: www.opw.ie

Tá teacht ar na seoltaí agus ar na huimhreacha teileafóin uile d'ár n-oifigí réigiúnacha is dár n-ionaid oidhreachta in Aguisín 1 inár bPlean Gníomhaíochta Custaiméirí. Is féidir an Plean Gníomhaíochta agus an Chairt seo araon a íoslódáil, i nGaeilge agus i mBéarla, ónár suíomh gréasáin.

1 Gnáth-uaireanta oibre: 9.15am – 1.00pm agus 2.15pm – 5.30 pm, Luan go Déardaoin (5.15pm Dé hAoine) Tharlódh sé nach mbeadh foireann ar dualgas an t-am ar fad le linn na n-uaireanta seo i gcuid de na hoifigí áitiúla, a mbíonn foireann thionscadal oibríoch/láithreán ina mbun

2 Ní áirítear mar "Gearán" aon éileamh dlíthiúil nó eile, a bhfuil gnáthamh ar leith ann dó cheana féin nó atá leagtha amach sa dlí.

3 Tabhair faoi deara gur féidir praghsanna éagsúla a bheith ar ghlaonna ó fhóin phóca ar uimhreacha Lo Call.





OPW Head Office

Address: Head Office, Jonathan Swift Street,
Trim, Co. Meath
Tel: (046) 942 6000
LoCall: 1890 213 414*
Main Fax No: (046) 948 1793
Website: www.opw.ie
E-mail: info@opw.ie

Ceannoifig OOP

Seoladh: Ceannoifig, Sráid Jonathan Swift,
Baile Átha Troim, Co. na Mí.
Teil: (046) 942 6000
Íosghlao: 1890 213 414 *
Príomh-Uimh. Facs: (046) 948 1793
Suíomh Gréasáin: www.opw.ie
R-phost: info@opw.ie