

Complaints Procedure

If you are unhappy with the quality of service you received you can make a formal complaint.

- We will deal with your complaint properly, fairly and impartially:
- We acknowledge complaints within 3 working days of receipt
- We deal with complaints within 15 working days, where practicable or where this is not possible, an interim response will be issued

If you are dissatisfied with the way in which an application was processed, you should:

- Write to the Chief Executive of Screen Ireland.
- The letter should set out clearly the grounds for complaint, giving as much detail as possible.
- Please note that complaints may be made only on grounds of procedure, not of creative judgment.
- Procedural complaints will be taken very seriously and investigated fully by the Chief Executive.
- He/She will acknowledge receipt of the complaint and inform you that we will get back to you within 14 days, where practicable.

How to Contact Us

Galway

Queensgate,
23 Dock Road,
Galway
H91 CR33
Telephone: +353-91-561398
Fax: +353-91-561405
Email: info@screenireland.ie

Dublin

14-16 Lord Edward Street,
Dublin 2
D02 YC63
Telephone: +353-91-561398
Fax: +353-1-6451546
Email: info@screenireland.ie
Twitter: @ScreenIreland
Facebook: Screen Ireland
Instagram: @screenireland

Screen Skills Ireland

14-16 Lord Edward Street,
Dublin 2
D02 YC63
Tel: 01 – 679 8040
Email: info@screenskillsireland.ie
Twitter: @screenskillsire
Facebook: Screen Skills Ireland



CUSTOMER CHARTER

2020

Screen Ireland / Fís Éireann

The development agency for the Irish film,
television and animation industry.

This Customer Charter sets out the level of service customers can expect when dealing with the Agency. The Customer Action Plan, which is available on our website www.screenireland.ie, sets this out in more detail.

What to Expect When You Contact Us



Customer Commitments

Level of service to expect to expect when contacting Screen Ireland:

If you write, email, telephone or visit, we will:

- Treat you equally, with courtesy and respect.
- Inform you of your rights, entitlements and responsibilities.
- Protect your information.
- Respect your right to privacy.
- Ensure our services are fully accessible, providing translation services to sign language as required
- Conduct business through Irish, where requested.
- Provide redress when you have a complaint.

Our information:

- We provide clear, accurate and comprehensive information on all our policies, schemes and services.
- We ensure that material on our website www.ScreenIreland.ie is up-to-date and accessible.
- We use clear simple language in our application forms, information leaflets and communications.

When you contact us by letter/email:

- Acknowledge receipt of your correspondence
- Where a response is required, reply to you within 20 working days of receipt Use clear language
- Include full contact details on all our outgoing correspondence

When you contact us by phone:

- Answer your call quickly and politely
- Identify ourselves to you by name
- Take your number and call you back quickly if we can't answer your query immediately
- When transferring a call, tell you to whom you are being transferred

Trade Suppliers/ Consultants:

- Screen Ireland operates within the Department of Finance Public Procurement Guidelines which set out the parameters for tendering. (Version 2 published January 2019)
- Screen Ireland is compliant with prompt payment legislation and as such suppliers are paid within 15 days of receipt of a valid invoice.

Customer Responsibilities

- Register online at **applications.screenireland.ie** to make an application
- Consult application guidelines in the 'Making an Application' section of our website prior to making an application.
- **Production or Distribution** funding applicants must consult with a Project Manager **at least three weeks** prior to making an application (**NOTE: this is not required for Development funding**)