



**Fís Éireann
Screen Ireland**

Customer Service Charter

Mission Statement

As defined by the Film Board Acts 1980 - 2011, it is the role of Fís Éireann/Screen Ireland to assist and encourage the making of films in the State and the development of an industry in the State for the making of films.

Screen Ireland also includes Screen Training Ireland (STI) which has transferred to the agency from FÁS under a Transfer of Undertakings in February 2013. Screen Training Ireland is a Registered Business Name (No. 486043) of Fís Éireann/Screen Ireland under the Registration of Business Names Act 1965.

Quality Service Standards

Screen Ireland and STI strive to provide the highest quality of service to its stakeholders and clients which include:

- The Minister for Department of Culture, Heritage and the Gaeltacht and Department Officials
- The Local and International Film Industry
- The General Public
- Sister State Agency Personnel
- The Press
- Suppliers and service providers

The staff of Screen Ireland continually strive to improve service delivery to its clients and stakeholders through modernisation.

Screen Ireland Strategic Goals

1. To enable the making of film in Ireland.
2. To enable the growth and quality of Irish film talent.
3. To enable Irish filmmakers to express their vision in film and television productions.
4. To grow the audience for Irish film in Ireland and abroad.
5. To promote an integrated government policy for the audio-visual/digital content sector, with film at its centre.
6. To deliver value for money to the Minister for the Culture, Heritage and the Gaeltacht, the Department of Finance and the Irish public.

STI Strategic Goals

1. Develop storytelling skills (visual and narrative) across multiple genres and platforms and promote creative collaboration.
2. Develop production and technical skills enabling Irish content creators compete at the highest level internationally
3. Raise the bar of business acumen and entrepreneurship

Screen Ireland and STI Values

Screen Ireland will carry out its activities consistently demonstrating the following values:

1. Honesty, transparency and professionalism in all its transactions.
2. Fairness, consistency and integrity in its service to the film and TV industry.
3. Respect, courtesy, confidentiality and trust in all its personal interactions.
4. Proactive and forward thinking in the execution of its duties.
5. Conviction, pride and a passion for Irish film and filmmakers
6. Commitment to equality and pluralism with regard to gender, sexuality, race, religion, age, disability or membership of the Traveller community

Screen Ireland and STI Equal Opportunities

Screen Ireland is committed to equality of opportunity and to eliminating any forms of discrimination, particularly those which are defined under the terms of the Employment Equality Acts, 1998 - 2004. Individuals will be selected, promoted and developed on the basis of their capabilities and performance and according to the requirements of the job and will be given equal opportunity to show their abilities. Equal opportunity within Screen Ireland applies to our employment policies and our customer service policy in terms of ensuring provision of equal opportunity to all applicants.

Screen Ireland is committed to the use of non-discriminatory language and illustrations whether in words or pictures in all documents, both internal and external.

Screen Ireland is concerned that all personnel should be able to perform their work in an environment which is free from threat, harassment or intimidation.

We all have a responsibility to treat others with dignity and respect and to ensure that we do not discriminate unfairly. Equality is a core value of Screen Ireland.

Screen Ireland is committed to implementing equal opportunities in all its policies, practices and procedures, without discrimination on any grounds specifically the nine grounds covered by the above legislation.

These are:

1. Gender
2. Marital Status
3. Family Status
4. Sexual Orientation
5. Religious belief
6. Age
7. Disability (mental, or physical, including antibody status)
8. Race (colour, nationality, ethnic or national origin)
9. Membership of the Traveller Community

Screen Ireland And STI Disability Policy

The Executive Assistant, Niamh O'Reilly, is the Disability Officer in Screen Ireland.
You can contact her at niamh.oreilly@screenireland.ie

The Training Co-Ordinator, Emer McAvin is the Disability Officer in STI.
You can contact her at emer.mcavin@screentrainingireland.ie

There are two Screen Ireland offices, one located in Dublin and one located in Galway, both are wheelchair accessible.

The Dublin office is located at 14-16 Lord Edward Street, Dublin 2.

The Galway office is located at Queensgate, 23 Dock Road, Galway.
The STI office is located at 14-16 Lord Edward Street, Dublin 2.

Written directions to both offices are available on our website.

Freedom of Information

The Freedom Of Information Act (FOI) establishes three statutory rights:

- A legal right for each person to access information held by public bodies.
- A legal right for each person to have official information relating to him/herself amended where it is incomplete, incorrect or misleading.
- A legal right to obtain reasons for decisions affecting oneself (refers only to decisions taken on or after the Act applied to Screen Ireland).

The Act asserts the right of members of the public to obtain access to official information in possession of Screen Ireland and Screen Training Ireland to the greatest extent possible, consistent with the public interest and the right of privacy of individuals.

The FOI Act is designed to allow public access to information held by public bodies which is NOT routinely available through other sources. Access to information under the Act is subject to certain exemptions and involves specific procedures and time limits.

Screen Ireland is obliged to respond to the request within 4 weeks. For more information on FOI you can visit our website on <https://www.screenireland.ie/about/finance>

For more information on Screen Ireland FOIs, contact foi@screenireland.ie

The Freedom of Information Act Officer in STI is Criona Sexton, the Communications Executive. You can contact her at criona.sexton@screentrainingireland.ie.

Official Languages

Under the Official Languages Act, Screen Ireland clients have the right to choose to be dealt with through one English or Irish.

Applications for any Screen Ireland funding may be made for projects in Irish at any time.

Internal Customers

Screen Ireland staff members are recognised as internal customers in terms of delivering a high standard of service to each other to ensure a timely distribution of information and a harmonious working environment.

Data Protection Act

From time to time in the course of its operations) including the exercising of public and statutory functions), Screen Ireland may need to process personal data relating to persons who avail of its services and/or have other dealings with Screen Ireland (including, for example, contact details such as name, address and telephone number, curriculum vitae, etc). Such data may be processed for the purpose of complying with our obligations to you under any agreement, such as a loan agreement and/or enforcing our rights under such agreements, and for other purposes which are incidental to our dealings with you. All processing is carried out in compliance with applicable law including the Data Protection Acts (DPA) 1988 and 2003.

The DPA imposes obligations to keep personal data up to date. To help us comply with this obligation, you should notify us of any change of address, phone number or other details.

For Screen Ireland

Please contact Jill McGregor, Schemes and Applications Co-Ordinator at jill.mcgregor@screenireland.ie.

For Screen Training Ireland

Please contact Criona Sexton, Communications Executive at criona.sexton@screentrainingireland.ie. Individuals have the right to ask for a copy of any personal data held about them (for which a small fee may be levied) and to correct any inaccuracies in such data.

Further information on the implementation of the Data Protection Acts available from:

Screen Ireland

Mags O'Sullivan, Marketing Executive – mags.osullivan@screenireland.ie

Screen Training Ireland

Criona Sexton, Communications Executive – criona.sexton@screentrainingireland.ie

Processing Funding Applications

Full details of how to apply for funding and how applications are assessed are available on our website. Screen Ireland processes and procedures are reviewed annually to ensure the highest possible standard of delivery to our client base.

Screen Ireland Principles & Criteria

In addition to focusing on the editorial and creative merits of a project, Screen Ireland's funding programmes are guided by some fundamental principles which form the basis of the decision-making process.

These principles are:

- Making Cinema
- Accessing Audiences
- Originality
- Additionality
- Developing Talent, Cultural & Industrial Priorities
- Further Considerations: Track record of the Producer Irish Employment Spend in the Irish economy
Sales and Distribution

Financial Structure

For detailed notes please see the Principles and Criteria section on the Screen Ireland website.

Applications for Funding

Screen Ireland operates rolling deadlines. Applications are now received via an online system on our website. More information can be found [here](#).

Below is an outline of how we will respond to your application and how long it will take to process.

1. Development Funding

Screenplay Development, Fiction Development, Animation Development, Documentary Development, International Development

We endeavor to have receipt of applications acknowledged by post within 15 working days from deadline.

We endeavor to have decisions conveyed via post within 40 working days. On limited occasions where this is not possible, applicants will be notified by email of expected decision time.

2. Production Funding

Fiction Feature Film, Fiction Creative Co-production, Fiction International Production, Animation, Documentary

We endeavor to have receipt of applications acknowledged by post within 15 working days from deadline.

We endeavor to have decisions conveyed via post within 40 working days. On limited occasions where this is not possible, applicants will be notified by email of expected decision time.

3. Distribution Funding

Distribution Support, Direct Distribution

We endeavor to have receipt of applications acknowledged by post within 15 working days from deadline.

We endeavor to have decisions conveyed via post within 40 working days. On limited occasions where this is not possible, applicants will be notified by email of expected decision time.

4. Short Film Schemes

Focus Shorts, Real Shorts, Short Stories, Frameworks

We endeavor to have receipt of applications acknowledged by post within 20 working days from deadline.

We endeavor to have outcomes conveyed via post within 75 working days.

On limited occasions where this is not possible, applicants will be notified by email of expected decision time.

5. Other Types of Funding

Applications for funding such as for organisations or events may be assessed by the Board who generally meet monthly.

We endeavor to have receipt of applications acknowledged by post within 15 working days from deadline.

We endeavor to have decisions conveyed via post within 40 working days. On limited occasions where this is not possible, applicants will be notified by email of expected decision time.

Complaints

If you are dissatisfied with the way in which your 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.

Procedures for Dealing with Complaints of Discrimination

In the first instance, please refer any external complaint of discrimination to the Deputy CEO. He/She will acknowledge receipt of the complaint and inform the person making the complaint that we will get back to them within 14 days. The Equality Authority is the lead body in issues of discrimination and can provide an advisory service. www.equality.ie

Choice

Screen Ireland and STI staff are dedicated to meeting client expectations in terms of being available for meetings in house (in either the Galway or Dublin Office), meetings out of the office to suit clients and conference and or video calls as required. Screen Ireland Production and Development staff are available to attend meetings with clients at film festivals, markets and trade fairs as required. Screen Ireland staff will do their best to attend urgent meetings out of office hours as required.

Payments

Screen Ireland pay by electronic transfer.

How We Will Deal with You

Correspondence

When you write to us we will aim to:

- 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 • Reply to e-mails by e-mail subject to privacy considerations

Telephone

When you telephone us we will:

- 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

Persons Attending For Meetings

When you come to meet us in person we will:

- Treat you with courtesy and respect
- Maintain a clean, safe and comfortable reception area at all offices
- Make every effort to accommodate any specific needs you may have

Information

When you seek information from us we will:

- Provide up-to date, accurate and comprehensive information on our policies, schemes and services
- Ensure that all information is made available in a clear and understandable format
- Ensure that our website is updated regularly

Trade Suppliers And Consultants

Screen Ireland and STI operate within the Department of Finance Public Procurement Guidelines which set out the parameters for tendering.

Screen Ireland and STI are compliant with the European Communities (Late Payment in Commercial Transactions) Regulations 2002 and as such suppliers are paid within 30 days of receipt of invoice.