

# BORD SCANNÁN NA hÉIREANN/ THE IRISH FILM BOARD

## **CUSTOMER SERVICE CHARTER** SEPTEMBER 2007

### **MISSION STATEMENT**

As defined by the Film Board Acts 1980 - 2006, it is the role of Bord Scannán na hÉireann/ the Irish Film Board (IFB) 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.

### **QUALITY SERVICE STANDARDS**

The IFB strives to provide the highest quality of service to its stakeholders and clients which include:

- The Minister for Arts, Sport and Tourism and Department Officials
- The Local and International Film Industry
- Sister State Agency Personnel
- The General Public
- The Press
- Suppliers and service providers

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

### **IFB 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 Arts, Sport and Tourism, the Department of Arts, Sport and Tourism, the Department of Finance and the Irish public.

## IFB VALUES

Bord Scannán na hÉireann/ the Irish Film Board 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

## IFB EQUAL OPPORTUNITIES

Bord Scannán na hÉireann 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 the IFB applies to our employment policies and our customer service policy in terms of ensuring provision of equal opportunity to all applicants.

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

The IFB 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 the IFB.

The IFB 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

## **IFB DISABILITY POLICY**

The Galway Office is wheelchair accessible. The Dublin office is up 7 flights of stairs with no lift access. Unfortunately, the Dublin office is currently located in a listed building and is therefore not required by law to comply with the Disability Act 2005.

If required, IFB staff will arrange to meet clients at more suitable locations such as the Galway office or one of the many cafes on Dame Street, Dublin, which are on ground level. Written directions to both offices are available on our website. The Executive Assistant is the Disability Officer in the IFB.

## **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 Bord Scannán na hÉireann).

The Act asserts the right of members of the public to obtain access to official information in possession of Bord Scannán na hÉireann 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.

Bord Scannán na hÉireann / the Irish Film Board is obliged to respond to the request within 4 weeks. For more information on FOI you can visit our website on <http://www.irishfilmboard.ie/foi.php>

## **OFFICIAL LANGUAGES**

The IFB is in the process of implementing the Official Languages Act in order to provide business through English or Irish by end 2008. Under the Act, IFB clients have the right to choose to be dealt with through one or the other of the official languages.

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

## **INTERNAL CUSTOMERS**

IFB 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.

## PROCESSING FUNDING APPLICATIONS

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

### PRINCIPLES & CRITERIA

IFB's funding programmes are guided by some fundamental principles which form the basis of its decision-making criteria. The principles are:

- Additionality
- Cultural Priorities, Industrial Priorities
- Making Cinema
- Originality

Deadlines for development applications are the end of the calendar month, production application deadlines vary according to the schedule of meetings and the Production Executive that you are in discussions with will advise when the next application deadline is. The deadlines for short film schemes occur once per year per scheme – check the IFB website for details.

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

#### 1. DEVELOPMENT FUNDING

*First Draft, Fiction Development, Animation Development, Multiple Project Development*

Receipt of applications will be acknowledged by post within 15 working days from deadline. Outcomes will be conveyed via post within 40 working days.

#### 2. INTERNATIONAL PRODUCTION FUNDING

*Fiction Feature Film, Fiction Creative Co-production, Fiction International Production, Animation, Documentary, Completion Fund, Regional Support Fund, Catalyst Project, Print & Advertising, Print Provision*

Receipt of applications will be acknowledged by post within 15 working days from deadline. Decision will be conveyed via post within 25 working days.

#### 3. SHORT FILM SCHEMES

Receipt for funding for organisational or event support should be acknowledged by post within 20 working days of deadline. Outcomes will be conveyed via post within 60 working days.

#### 4. OTHER TYPES OF FUNDING

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

Receipt of application will be acknowledged within 15 working days. Decisions will be conveyed by post within 40 working days.

## COMPLAINTS

If you are dissatisfied with the way in which your application was processed, you should write to the Chief Executive of the IFB. 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](http://www.equality.ie)

## CHOICE

IFB 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. IFB Production and Development staff are available to attend meetings with clients at film festivals, markets and trade fairs as required. IFB staff will do their best to attend urgent meetings out of office hours as required.

The IFB is gradually switching to a system of electronic payments, in consultation with our bank and our clients.

Currently:

- (i) Payments for accounts payable are generally made by cheque (for service providers etc) on processing of invoice.
- (ii) Payments of IFB development funding are usually by cheque, posted to the recipient.
- (iii) Payments of IFB production funding are generally made electronically into the production bank account.

IFB staff will do their utmost to facilitate reasonable requests for urgent payments.

## 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

The IFB operates within the Department of Finance Public Procurement Guidelines which set out the parameters for tendering. [http://www.etenders.gov.ie/guides/guides\\_list.aspx?Type=2](http://www.etenders.gov.ie/guides/guides_list.aspx?Type=2)

The IFB is 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.