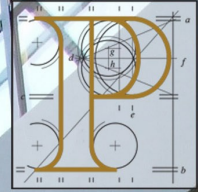


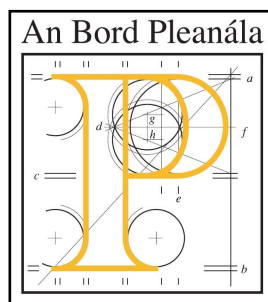


An Bord Pleanála



**An Bord Pleanála Plean Gníomhaíochta Custaiméirí
2014-2017**

**An Bord Pleanála Customer Action Plan
2014-2017**



Plean Gníomhaíochta Custaiméirí 2014 – 2017
Foilsithe i Márta 2014
Tá cóip don tuarascáil seo ar fáil ar www.pleanala.ie

Customer Action Plan 2014 – 2017
Published March 2014
A copy of this report is available at www.pleanala.ie



CLÁR

Réamhrá ón gCathaoirleach	4
Roinn 1 – Réamhrá	6
Roinn 2 – Soláthar Seirbhísí do Chustaiméirí	8
(1) Caighdeáin Cháilíochta do Chustaiméirí	10
(2) Comhionannas/Éagsúlacht	14
(3) Rochtain Fhisiceach	16
(4) Eolas	20
(5) Tráthúlacht agus Dea-bhéas	26
(6) Gearáin	32
(7) Achomhairc	38
(8) Comhairliú agus Meastóireacht	40
(9) Rogha	42
(10) Comhionannas na dTeangacha Oifigiúla	46
(11) Comhordú Níos Fearr	50
(12) An Custaiméir Inmheánach	54
Roinn 3 – Mapa Suímh agus Córas Iompair Roghanna	58
Roinn 4 – Na Príomhfhoinsí Eolais	62



CONTENTS

Foreword by the Chairperson	5
Section 1 – Introduction	7
Section 2 – Delivery of Customer Services	9
(1) Quality Customer Standards	11
(2) Equality/Diversity	15
(3) Physical Access	17
(4) Information	21
(5) Timeliness and Courtesy	27
(6) Complaints	33
(7) Appeals	39
(8) Consultation and Evaluation	41
(9) Choice	43
(10) Official Languages Equality	47
(11) Better Co-ordination	51
(12) Internal Customer	55
Section 3 – Location Map and Transport Options	59
Section 4 – Main Information Contacts	63

Réamhrá ón gCathaoirleach



Is é an Bord Pleanála an foras reachtúil a bhfuil cúram air as raon feidhmeanna faoi na hAchtanna Pleanála agus Forbartha. Áirítear ar na feidhmeanna sin cinneadh a dhéanamh ar achomhairc in aghaidh chinntí na n-údarás pleanála agus iarratais phleanála ar fhorbairtí bonneagair straitéisigh, lena n-áirítear mórtograí bóthair, iarnróid agus fuinnimh. Agus na feidhmeanna sin á gcomhlíonadh díríonn an Bord Pleanála ar mheasúnachtaí agus cinntí pleanála ar ardchaighdeán a sholáthar go tráthúil. Táimid tiomanta do sheirbhís ardchaighdeán do chustaiméirí a sholáthar dár ngeallsealbhóirí uile.

Inár gCairt do Chustaiméirí leagaimid amach na gealltanais sin duitse, ár gcustaiméirí, agus déantar cur síos sa Phlean Gníomhaíochta ar an tslí ina gcomhlíonfar na gealltanais sin agus ina ndéanfar feidhmíocht an Bhoird Phleanála a mheas. Leagtar amach ann, leis, an tslí ina gcuirfimid seirbhís éifeachtach ar ardchaighdeán ar fáil, go tráthúil dea-bhéasach, ag léiriú measa ar éagsúlacht agus ag féachaint chuige go mbíonn rochtain ag an uile dhuine orainn. Más mian leat do thuairim a thabhairt ar ghné ar bith dár seirbhís, tá modh curtha ar fáil againn duit le tuairim a thabhairt nó gearán a dhéanamh agus tá córais i bhfeidhm againn chun déileáil le d'aiseolas agus le do ghearáin.

Le linn théarma an Phlean Gníomhaíochta seo, beidh an Bord Pleanála ag tabhairt faoi mhórtionscadal chun athrú ó bhun a dhéanamh ar ár bpróisis ghnó agus TFC, a chuirfidh ar ár gcumas ár seirbhísí a sholáthar go leictreonach ar láithreán Gréasáin uasghrádaithe. Tabharfaidh sé sin breis roghanna agus rochtain níos fusa ar eolas agus ar sheirbhísí ar aon dul le ríomhstraitéis an Rialtais agus le moltaí custaiméirí faoin tslí le feabhsú a dhéanamh ar chaidreamh an phobail leis an mBord Pleanála. Dúshlán nach beag a bheidh ann don Bhord sna blianta beaga romhainn an tionscadal seo a chur i gcrích, ach táim lánchinnte go ngabhfaidh an fhoireann an dúshlán orthu agus go mbeidh seirbhís fheabhsaithe againn dá bharr.

Bheimis buíoch as aon aiseolas ar sholáthar ar ár seirbhísí agus ar an tslí leis na seirbhísí sin a fheabhsú agus tá súil againn seirbhís den chéadscóth a chur ar fáil duit i gcónaí.

An Dr Máire Ní Cheallaigh
Cathaoirleach

Foreword by the Chairperson



An Bord Pleanála is the statutory body charged with a range of functions under the Planning and Development Acts. Those functions include determination of appeals against decisions of planning authorities and planning applications for strategic infrastructure developments which include major road, rail and energy proposals. In carrying out these functions, An Bord Pleanála focuses on the delivery of quality planning assessments and decisions in a timely manner. In doing this, we are committed to providing an excellent customer service to our many stakeholders.

Our Customer Charter sets out our commitments to you, our customers, and this Action Plan describes how we will meet these commitments and how we will evaluate our performance. It sets out how we intend to deliver a high quality, effective and efficient service, in a courteous and timely manner, respecting difference and diversity and making sure we provide access to all. Should you wish to comment on any aspect of our service, we have provided a mechanism for you to give us feedback or make a complaint and have systems in place to make sure your concerns are dealt with.

During the lifetime of this Action Plan, An Bord Pleanála will be embarking on a major ICT and business transformation project which will allow us to deliver our services electronically through an upgraded website facility. This will provide more choice and easier access to information and services which is in line with the e-Government strategy and with what customers have told us would improve interactions with An Bord Pleanála. Delivering this project will be a major challenge for An Bord Pleanála over the next few years, but I am confident that our staff will rise to that challenge and that we will be able to provide an improved and enhanced service when it is complete.

We welcome your feedback on how our services are delivered and on how they can be improved and look forward to providing you with the highest quality service.

Dr Mary Kelly
Chairperson

Roinn 1 – Réamhrá

Cuireadh Cairt do Chustaiméirí an Bhoird Phleanála agus an Plean Gníomhaíochta do Chustaiméirí i dtoll a chéile tar éis dul i gcomhairle go forleathan leis na príomhpháirtithe leasmhara agus leis an bhfoireann. Ceapadh an Chairt agus an Plean ag féachaint don Phlean Athchóirithe don Earnáil Phoiblí, do Ríomhstraitéis an Rialtais, agus do na Treoirlínte maidir le hullmhú Cairteacha do Chustaiméirí agus Pleananna Gníomhaíochta, a d'eisigh an Roinn Caiteachais Phoiblí agus Athchóirithe in 2012.

Déantar cur síos sa Phlean Gníomhaíochta do Chustaiméirí ar an tslí ina ndéanfaidh an eagraíocht na gealltanais agus na caighdeáin atá leagtha amach sa Chairt do Chustaiméirí a sholáthar agus a mheasúnú.

Tá dhá cheann déag de Phrionsabail Treoracha i dtaca le Seirbhísí Ardchaighdeáin do Chustaiméirí ó eagraíochtaí earnáil phoiblí leagtha amach ag an Rialtas agus leagtar amach seirbhísí an Bhoird Phleanála agus na cuspóirí/feabhsúcháin atá beartaithe orthu, ag tagairt do gach ceann de na prionsabail sin.

Is é aidhm an Bhoird Phleanála seirbhís den chéadscoth a sholáthar dá chustaiméirí uile. Le linn thréimhse an Phlean, leanfaidh an Bord Pleanála d'aiseolas a mhisniú ó chustaiméirí, caighdeán na seirbhísí a mheas agus a fheabhsú go leanúnach, áit is féidir.

Bunú agus Ról an Bhoird Phleanála

Bunaíodh an Bord Pleanála i 1977 faoin Acht Rialtais Áitiúil (Pleanáil agus Forbairt), 1976 agus is air atá an cúram as achomhairc a chinneadh agus gnóthaí eile faoin Acht um Pleanáil agus Forbairt, 2000, leasaithe, agus as iarratais ar fhorbairt bonneagair straitéisigh, lena n-áirítear mórthógraí bóthair agus iarnróid, a chinneadh. Tá cúram air, leis, as déileáil le tograí maidir le ceannach éigeantach talún a dhéanann údaráis áitiúla agus údaráis eile faoi na hachtacháin éagsúla. Tá feidhmeanna eile ag an mBord Pleanála chun achomhairc faoi na hAchtanna um Thruaillíú Uisce agus Aeir agus na hAchtanna um Rialú Foirgníochta a chinneadh.

Gheofar liosta iomlán d'fheidhmeanna an Bhoird Phleanála ag www.pleanala.ie

Section 1 – Introduction

An Bord Pleanála's Customer Charter and associated Customer Action Plan have been developed following extensive external consultation with key stakeholders and also internal consultation with staff. The Charter and Plan have also been formulated so as to align with the Public Sector Reform Plan, the eGovernment Strategy and the Guidelines for the preparation of Customer Charters and Action Plans as issued by the Department of Public Expenditure and Reform in 2012.

The Customer Action Plan describes how the commitments and standards set out in the Customer Charter will be delivered and evaluated by the organisation.


The Government has set out twelve Guiding Principles of Quality Customer Service for public sector organisations and the Action Plan indicates An Bord Pleanála's services and intended objectives/ improvements to same by reference to each of these Principles.

An Bord Pleanála's aim is to provide the highest quality of service to all customers. Over the period of the Plan, An Bord Pleanála will continue to encourage feedback from customers, evaluate and, where possible, continuously improve on the quality of service offered.


Establishment and Role of An Bord Pleanála

An Bord Pleanála was established in 1977 under the Local Government (Planning and Development) Act, 1976 and is responsible for the determination of appeals and certain other matters under the Planning and Development Act, 2000 as amended and determination of applications for strategic infrastructure development including major road and railway cases. It is also responsible for dealing with proposals for the compulsory acquisition of land by local authorities and others under various enactments. An Bord Pleanála also has functions to determine appeals under Water and Air Pollution Acts and the Building Control Acts.

A full list of An Bord Pleanála's functions is available at www.pleanala.ie



Roinn 2: Soláthar Seirbhísí do Chustaiméirí



Section 2: Delivery of Customer Services

(1) CAIGHDEÁIN CHÁILÍOCHTA DO CHUSTAIMÉIRÍ

Prionsabal

Ráiteas a fhoilsiú ina leagtar amach nádúr agus caighdeán na seirbhísí ar féidir le custaiméirí a bheith ag súil leo, agus é a chur ar taispeánt in áit ina bhfeicfear é ag pointe soláthair na seirbhíse.

Soláthar

Tá an Chairt do Chustaiméirí thíos glactha agus foilsithe ag an mBord Pleanála agus tá sé ar taispeánt ar an suíomh Gréasáin agus san áit fáiltithe.

CAIRT DO CHUSTAIMÉIRÍ

Ár nGealltanais Duitse

Seirbhís éifeachtach den chéadscóth a chur ar fáil duit. Cuspóir straitéiseach is ea é formhór na gcásanna pleanála a chinneadh laistigh den tréimhse reachtúil.

Dea-bhéas agus Tuiscint

Iarracht a dhéanamh seirbhísí den scoth a sholáthar go dea-bhéasach tuisceanach agus lena laghad moille agus is féidir, ag cothú meas frithpháirteach idir an custaiméir agus an eagraíocht. Féadann tú cabhrú linn trína bheith dea-bhéasach agus tuisceanach agus tú ag plé leis an bhfoireann.

Neamhspleáchas, Oscailteacht agus Neamhchlaontacht

Gealltanais a thabhairt go mbeidh an córas measúnaithe pleanála neamhspleách, neamhchlaon, soiléir agus trédhearcach. An cuspóir atá againn ná gach eolas a thabhairt duit ar shlí a oirfidh duit.

Feidhmíocht

Monatóireacht agus meastóireacht leanúnach a dhéanamh ar fheidhmíocht agus féachaint an gcuirtear na seirbhísí ar fáil ar shlí a chomhlíonann riachtanais custaiméirí, lena n-áirítear bonneagar agus córais TFC cuí a fhorbairt.

Comhionannas / Idirdealú

A chinntiú go léirítear meas iomlán ar do chearta Gaeilge, ar chineálacha eile cumarsáide agus ar chomhionannas gan idirdhealú ar aon cheann de naoi bhforas.

Rochtain

Gach iarracht a dhéanamh oifigí poiblí glana a sholáthar, ar féidir le gach duine, lena n-áirítear daoine faoi mhíchumas agus daoine eile a bhfuil riachtanais ar leith acu, dul isteach iontu, le leibhéal cuí príobháideachta, agus ar aon dul le caighdeán cheirde agus sábháilteachta.

(1) QUALITY CUSTOMER STANDARDS

Principle

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.

Delivery

An Bord Pleanála has adopted and published the Customer Charter set out below and it is displayed on its website and in its reception area.

CUSTOMER CHARTER

Commitment to You

To deliver a high quality, effective and efficient service to you. A strategic objective is to determine the bulk of all planning cases within the relevant statutory objective time period.

Courtesy and Consideration

To endeavour to deliver quality services with courtesy, sensitivity and minimum delay, fostering a climate of mutual respect between the customer, and the organisation. You can help us by also being respectful and courteous in your dealings with staff.

Independence, Openness and Impartiality

To commit to provide an independent and impartial planning assessment system which is clear and transparent. The aim is to give full and accurate information in a manner that suits you.

Performance

To monitor and evaluate performance on a continual basis and examine the development and delivery of services in order to meet customers needs including the development of appropriate ICT Infrastructure and systems.

Equality / Discrimination

To ensure that, in dealings with staff, your rights relating to the use of the Irish language, other forms of communications and the nine grounds on which discrimination is unlawful are fully respected.

Access

To endeavour to provide clean, accessible public offices that ensure an appropriate level of privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.



Gearáin

Gach iarracht a dhéanamh córas oscailte, insroichte agus freagrúil a sholáthar chun déileáil le gearáin, agus fáilte a chur roimh thuairimí agus moltaí ó chustaiméirí i dtaobh chaighdeán na seirbhíse. Gheofar sonraí den tslí le gearán/moladh a dhéanamh i bPlean Gníomhaíochta Custaiméirí an Bhoird Phleanála ag www.pleanala.ie

Sonraí Teagmhála

Gheofar breis eolais ar an gCairt seo agus ar an bPlean Gníomhaíochta do Chustaiméirí ón Oifigeach Seirbhíse do Chustaiméirí, An Bord Pleanála, 64 Sráid Mhaoilbhríde, Baile Átha Cliath 1, agus is féidir tuairimí ar an gcairt agus ar an bplean a chur chuig an oifigeach céanna. nó r-phost: customerservice@pleanala.ie



Complaints

To endeavour to maintain an open, accessible, and responsive system of dealing with complaints and to facilitate comments and suggestions from customers on the quality of service provided. Details of how a complaint/suggestion can be made are set out in the An Bord Pleanála's Customer Action Plan which is available at www.pleanala.ie

Contact Details

Further information on this Charter and the associated Customer Action Plan or any related comments can be directed to; Customer Service Officer, An Bord Pleanála, 64 Marlborough Street, Dublin 1 or Email: customerservice@pleanala.ie

(2) COMHIONANNAS/ÉAGSÚLACHT

Prionsabal

Na cearta ar chaitheamh comhionann a bunaíodh leis an reachtaíocht chomhionannais, a chinntiú, agus meas a léiriú ar éagsúlacht, chun comhionannas a thabhairt do na grúpaí atá clúdaithe sa reachtaíocht chomhionannais (a choisceann idirdhealú ar fhoras inscne, stádas pósta, stádas teaghlaigh, treoshuíomh gnéasach, creideamh reiligiúnach, aoise, míchumais, inscne nó ballraíocht den Lucht Siúil). Na bacainní ar sheirbhís do dhaoine bochta, do dhaoine atá eisiata go sóisialta, agus do dhaoine a chónaíonn i bhfad ó oifig an Bhoird Phleanála a aithint, agus iarracht a dhéanamh deireadh a chur leo.

Soláthar

Geallann an Bord Pleanála caitheamh go comhionann le gach custaiméir agus meas a léiriú ag an am céanna ar dhifriochtaí agus ar riachtanais an duine aonair: Cuirfear difríocht ar bhonn inscne, stádas pósta, stádas teaghlaigh, aoise, míchumais, cine, treoshuíomh gnéasach, creideamh reiligiúnach agus ballraíocht den Lucht Siúil, san áireamh nuair is cuí.

Cuspóir de chuid an Bhoird Phleanála is ea é riachtanais, taithí, staid agus inniúlacht a chustaiméirí uile a thuiscint. Tuigtear go bhfuil tábhacht le hoiliúint chun na scileanna riachtanacha a thabhairt don fhoireann le gur féidir leo idirdhealú a sheachaint, torthaí cothroma a bhaint amach agus caitheamh go comhionann le héagsúlacht i measc custaiméirí.

SEO MAR A DHÉANFAIDH AN BORD PLEANÁLA LE LINN THRÉIMHSE AN PHLEAN SEO:

- Leanfaimid d'aiseolas a lorg agus aithneoidimid grúpaí a bhfuil sé deacair orthu, nó nach féidir leo, an tseirbhís a úsáid.
- Oibreoidimid le grúpaí a bhfuil sé deacair orthu na seirbhísí a úsáid chun na deacrachtaí sin a réiteach.
- Cothóimid timpeallacht agus cultúr oibre atá feasach, freagrach, inniúil agus ar an eolas mar gheall ar éagsúlachtaí idir dhaoine.
- Rachaimid i mbun oibre go rialta leis an bhfoireann, leis an bpobal agus le heagraíochtaí comhionannais chun a chinntiú go leanfar den dul chun cinn agus de na spriocanna a sroicheadh in athbhreithnithe ar an eagraíocht faoin Tionscnamh Comhionannais.
- Gach dul chun cinn suntasach a thuairisciú sa Tuarascáil Bhliantúil..

(2) EQUALITY/DIVERSITY

Principle

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by equality legislation (which outlaws discrimination on 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.

Delivery

An Bord Pleanála is committed to treating all customers equally while at the same time respecting individual differences and needs. Diversity and difference on the basis of gender, marital status, family status, age, disability, race, sexual orientation, religious belief and membership of the Traveller Community will be taken into account where appropriate.

An objective of An Bord Pleanála is to understand the needs, experiences, situation and identity of the diversity of its customers. It is understood that training is important to equip staff with the necessary skills to avoid discrimination, to promote and sustain equitable outcomes and to accommodate the diversity among customers.

OVER THE LIFETIME OF THIS PLAN AN BORD PLEANÁLA WILL:

- Continue to seek feedback and be vigilant in seeking to identify any groups who cannot, or find it difficult to access services.
- Engage with any groups identified as having access difficulties with a view to eliminating barriers to access to services.
- Sustain a working environment and culture that is attentive, responsible, competent and responsive to equality/diversity.
- Engage with staff, the public and equality organisations on a regular basis to ensure the continuation of the progress and targets achieved by the Equality Initiative reviews of the organisation .
- Report all significant progress in the Annual Report.

Prionsabal

Gach iarracht a dhéanamh oifigí poiblí glana a sholáthar, ar féidir le gach duine, lena n-áirítear daoine faoi mhíchumas agus daoine eile a bhfuil riachtanais ar leith acu, dul isteach iontu, le leibhéal cuí príobháideachta, agus ar aon dul le caighdeáin cheirde agus sábháilteachta.

Soláthar

Geallann an Bord Pleanála rochtain fhisiceach a thabhairt don uile dhuine ar a oifigí agus a chinntiú go ngéilleann gach limistéar oifige do chaighdeáin cheirde agus sábháilteachta. In 2008 bronnadh Gradam an Údaráis Náisiúnta Míchumais ar son Feabhas trí Inrochtaineacht ar leibhéal cáilíochta ar an mBord Pleanála agus fuair an Bord deimhniú fiúntais, leis, ar son an tsuímh Ghréasáin Ríomhaireachta Rialtais is Insroichte. Téann an Bord Pleanála i gcomhairle le heagraíochtaí eile agus le baill foirne ag iarraidh rochtain a thabhairt do gach grúpa agus do chách ar an ionad oibre agus ar an oifig.

SEO MAR A DHÉANFAIDH AN BORD PLEANÁLA LE LINN THRÉIMHSE AN PHLEAN SEO:

- Déanfar athbhreithniú leanúnach ar áiteanna cruinnithe ar mhaithe le slí isteach iontu a thabhairt do dhaoine faoi mhíchumas agus do dhaoine eile a bhfuil riachtanais ar leith acu.
- Déanfar gach iarracht seirbhís a chur ar fáil do chách, agus an foirgneamh agus an áit oibre a bheith insroichte do chách.
- Leanfar de chainteanna le baill foirne atá faoi mhíchumas chun inrochtaineacht agus an timpeallacht fhisiceach a fheabhsú.
- Déanfar athbhreithniú agus measúnú rialta ar an áit fáiltithe agus lorgófar aiseolas ón bpobal i gcónaí. Le linn thréimhse an phlean seo agus mar fhreagra ar aiseolas roimhe seo, cuirfear feabhas ar an áit fáiltithe ó thaobh méid agus leagan amach ionas go mbeidh áiseanna níos fearr ann do chuariteoirí poiblí agus dóibh siúd a fhreastalaíonn ar éisteachtaí ó bhéal. Ar áireamh san uasghrádú beidh teicneolaíocht riachtanach a shuiteáil chun rochtain a thabhairt ar Wi-Fi san áit fáiltithe.



(3) PHYSICAL ACCESS

Principle


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.


Delivery

An Bord Pleanála is committed to providing appropriate physical access to its offices and to ensuring that all office areas comply with occupational and safety standards. In 2008, An Bord Pleanála was awarded the National Disability Authority's Excellence through Accessibility Award at quality level and also a special certificate of merit for Best Accessible Irish eGovernment web-site. An Bord Pleanála continues to consult with outside bodies and staff members to ensure a fully accessible workplace and office.

OVER THE LIFE OF THIS PLAN AN BORD PLEANÁLA WILL:

- Review public access and meeting areas on an on-going basis, in the interest of accommodating people with disabilities and other specific needs.
- Strive to provide a fully accessible service, building and work place for all.
- Continue to engage with staff with disabilities to improve accessibility and the physical environment.
- Assess and review the reception area, and seek feedback from customers on an on-going basis. During the lifetime of this plan and in response to earlier public feedback, the reception area will be enhanced in terms of its size and layout so that improved facilities are available to cater for public visitors and those attending oral hearings in the office. The upgrade will also include installation of the necessary technology to provide Wi-Fi accessibility in the area.

- 
- Féachfar le héisteachtaí ó bhéal a reáchtáil in áit oiriúnach a mbeidh rochtain ag an bpobal air agus é a bheith suite sa cheantar geografach céanna leis an bhforbairt bheartaithe nó le pé rud eile is ábhar don éisteacht.
 - Sa chomhthéacs sin roghnóidh an Bord Pleanála láthair éisteachta a bhfuil dóthain spáis ann, ar féidir le cách an áit a aimsiú (ar chóras iompair phoiblí) agus atá ar chaighdeán sách ard ó thaobh áiseanna de. I gcásanna ina bhfuil ábhar na héisteachta suite i Mórcheantar Bhaile Átha Cliath, d'fhéadfadh an Bord Pleanála an éisteacht a thionól ina oifigí ag 64 Sráid Mhaoilbhríde, Baile Átha Cliath 1, nó ag láthair oiriúnach eile i lár na cathrach.
 - Déanfar meastóireacht agus athbhreithniú ar láthair na héisteachta ó bhéal ina oifigí féin chun feabhas a chur ar na háiseanna atá ar fáil d'éisteachtaí, áiseanna ar nós cianrochtain do rannpháirtithe agus don phobal.
 - Leanfar d'fheabhsuithe a dhéanamh ar shuíomh Gréasáin an Bhoird Phleanála chun go mbeidh sé chomh héasca agus is féidir don phobal é a úsáid.

- 
- Seek to hold and ensure access to oral hearings in a suitable venue which is located in the general geographical area of the proposed development or other matter which is the subject of the hearing.
 - In this context An Bord Pleanála's choice of venue will also be guided by the need to ensure appropriate facilities in terms of capacity, public accessibility (including access to same by public transport) and the standard of general public facilities provided by the chosen facility. In cases where the matter the subject of the oral hearing is in the Greater Dublin area, An Bord Pleanála may choose to hold the hearing in its offices at 64 Marlborough Street, Dublin 1 or at another suitable city centre location.
 - Assess and review the oral hearing venue in its offices in order to improve the facilities available for such hearings including examination of the potential for remote access for participants and the public.
 - Continue to improve An Bord Pleanála's website to allow for the highest possible standards of accessibility.

(4) EOLAS

Prionsabal

Eolas soiléir tráthúil cruinn a sholáthar ag gach pointe teagmhála, i bhfoirm atá inléite do dhaoine a bhfuil riachtanais ar leith acu. A chinntiú go mbaintear gach leas as Teicneolaíocht na Faisnéise agus go gcloíonn an t-eolas a chuirtear ar fáil ar láithreáin Ghréasáin seirbhíse poiblí leis na treoirínte ar fhoilsiú ar an nGréasán.

Soláthar

Cuspóir den Bhord Pleanála is ea é é a dhéanamh chomh furasta agus is féidir eolas cuimsitheach cothrom le dáta a fháil ar fheidhmeanna éagsúla an Bhoird Phleanála. Maidir leis sin, féachfaidh sé le heolas soiléir cruinn a thabhairt do chustaiméirí i gcónaí. Scaipfear eolas ar an láithreán Gréasáin, ar na meáin shóisialta, i gcóip chrua ó oifigí an Bhoird Phleanála agus i nglanna gutháin, i r-phoist agus i gcomhfhreagras poist ó bhaill foirne.

Ní mór don Bhord géilleadh d'fho-ranna (3) go (7) d'alt 146 den Acht um Pleanáil agus Forbairt, 2000, leasaithe (a rialaíonn ceart rochtana an phobail ar chásanna cinnte), do na hAchtanna um Shaoráil Faisnéise agus do Rialacháin na gComhphobal Eorpach (Rochtain ar Fhaisnéis ar an gComhshaol).

ROCHTAIN PHOIBLÍ -

Bunaíodh córas rochtana poiblí an Bhoird Phleanála le cinntiú go ngéilltear do na forálacha reachtacha thuas a thugann ceart iomlán rochtana don phobal ar chomhaid i gcásanna cinnte. Ceanglaíonn an reachtaíocht an t-eolas seo a bheith ar fáil ag tosú ar an dtríú lá oibre tar éis an lá ar a gcinntear an cás.

- Féadtar comhaid chinnte a fheiceáil agus/nó a chóipeáil ag oifigí an Bhoird Phleanála, Luan go hAoine idir 09.15am – 5.30pm.



(4) INFORMATION

Principle

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 our website follows Government guidelines on web publication.

Delivery

It is an objective of An Bord Pleanála to provide, maintain, review and enhance the availability of and accessibility to comprehensive and up-to-date information in relation to its various functions. In this regard the aim is to give clear and accurate information to customers at all times. The main mechanism for disseminating such information will be via the website, the use of social media, hard copy information available in or from An Bord Pleanála's offices and also from personal telephone, e-mail or post contact with staff members.

An Bord Pleanála is subject to sub sections (3) to (7) of section 146 of the Planning and Development Act, 2000, as amended, (which govern the right of public access to decided cases), the Freedom of Information Acts and the European Communities (Access to Information on the Environment) Regulations.

PUBLIC ACCESS -

An Bord Pleanála's Public Access system was set up to ensure compliance with the above statutory provisions which provide a right of public access in full to decided case files. The legislation requires that this information is available beginning on the third working day following the day on which the case is decided.

- Decided files can be viewed and/or copied at the offices of An Bord Pleanála, Monday to Friday between 09.15am — 5.30pm.

- Féadtar cóipeanna d'aon doiciméid ar na comhaid a cheannach ar chostas réasúnta atáirgeadh an doiciméid.
- Le cois na gcóipeanna crua, bíonn an comhad iomlán ina mbíonn cinneadh an Bhoird, an Treoir agus Tuairisc an Chigire ar fáil don phobal ar an suíomh Gréasáin lena léamh/phriontáil, ag tosú ar an tríd lá oibre tar éis an lá ar a gcinntear an cás.
- Gheofar bileog mhionsonraithe san áit fáiltithe, ar an suíomh Gréasáin nó tríd an bpost.

Teileafón: (01) 858 8100 folíne 104 nó, (01) 8737104 nó,
Glaó Áitiúil 1890 275 175 folíne 104 Facs: (01) 872 2684
R-phost: publicaccess@pleanala.ie Gréasán: www.pleanala.ie

SAORÁIL FAISNÉISE

Faoin Acht um Shaoráil Faisnéise, ceanglaítear ar fhorais phoiblí taifid atá ina seilbh acu a scaoileadh, faoi réir roinnt díolúintí. Díolúine amháin díobh sin is ea rochtain ar chomhaid chásóibre cinnte an Bhoird Pleanála, toisc go mbíonn siad cheana féin ar fáil don phobal (féach Rochtain Phoiblí). Foráiltear san Acht um Shaoráil Faisnéise go bhfuil ceart ag gach duine ar gach taifead (seachas taifid dhíolmhaithe) atá i seilbh eagraíocht phoiblí. Gheofar na prionsabail/gnásanna agus aon táillí a bheidh le hóc as iarratas a dhéanamh faoin Acht um Shaoráil Faisnéise ag www.pleanala.ie.

Ba cheart iarratas a dhéanamh chuig an mBord Pleanála i scríbhinn, agus an táille chuí a bheith in éineacht leis:

An tOifigeach Saoráil Faisnéise,
An Bord Pleanála,
64 Sráid Mhaoilbhríde,
Baile Átha Cliath 1.
Fón (01) 858 8100
Facs (01) 872 2684
R-phost foi@pleanala.ie

- Copies of any document on the files may be purchased for the reasonable cost of reproducing them.
- In addition to hard copy physical access to the full file the Board Decision, Direction and Inspector's Report are also available for viewing/printing from the website, beginning on the third working day following the day on which the case is decided.
- A detailed leaflet on Public Access is available in the reception area, on the website or by post.

Telephone: (01) 858 8100 ext. 104 or, (01) 8737104 or,
Lo-Call 1890 275 175 ext. 104 Fax: (01) 872 2684
Email: publicaccess@pleanala.ie Web: www.pleanala.ie

FREEDOM OF INFORMATION

Under the Freedom of Information Act, public bodies are obliged to release records held, subject to some exemptions. One such exemption is access to An Bord Pleanála's decided casework files, as these are already publicly available (see Public Access). The Freedom of Information Act provides that every person has a right to access to any record (other than an exempt record) held by a public body. General principles/procedures and any fee requirements for making a request under the Freedom of Information Act are available at www.pleanala.ie

Requests to An Bord Pleanála should be made in writing with the appropriate fee and addressed to:

Freedom of Information Officer,
An Bord Pleanála,
64 Marlborough Street,
Dublin 1.

Phone (01) 858 8100

Fax (01) 872 2684

Email foi@pleanala.ie

ROCHTAIN AR EOLAS AR AN GCOMHSHAOL

Gheofar eolas ar an gcomhshaol, ach amháin i gcás díolúintí áirithe, ón mBord Pleanála faoi Rialacháin na gComhphobal Eorpach (Rochtain ar Fhaisnéis maidir leis an gComhshaol). Ba cheart iarratais a dhéanamh i scríbhinn chuig an tOifigeach Rochtain ar Fhaisnéis maidir leis an gComhshaol. Gheofar na prionsabail/gnásanna as irraatas a dhéanamh faoi Rialacháin RFC ag www.pleanala.ie.

SEO MAR A DHÉANFAIDH AN BORD PLEANÁLA LE LINN THRÉIMHSE AN PHLEAN SEO:

- Féachfar le cianrochtain leictreonach a thabhairt ar an láithreán Gréasáin ar dhoiciméid phoiblí i gcomhaid chásóibre reatha agus ar gach doiciméad i gcomhaid chásóibre cinnte.
- Leanfar den eolas is déanaí a chur ar fáil ar an láithreán Gréasáin agus ar iarratas maidir leis na seirbhísí atá ar fáil uainn. Ar áireamh san eolas sin beidh:
 - ◇ Feidhmeanna an Bhoird Phleanála
 - ◇ Ráiteas Straitéise an Bhoird Phleanála
 - ◇ Plean Gníomhaíochta um Sheirbhís do Chustaiméirí
 - ◇ Treoir ar an tSlí le hAchomharc Pleanála a Dhéanamh
 - ◇ Treoir ar Phróiseas na Forbartha Bonneagar Straitéiseach
 - ◇ Treoirlínte ar iarratais údarás áitiúil ar Mheasúnacht Chuí
 - ◇ Sceideal na dTáillí
 - ◇ Treoirlínte ar Nósanna Imeachta ag Éisteachtaí ó Bhéal
 - ◇ Fógra ar nósanna imeachta chun iarratas a Dhéanamh ar Athbhreithniú Breithiúnach maidir le cinneadh den Bhord Pleanála
 - ◇ Liostaí na gcásanna nua agus na gcásanna cinnte
 - ◇ Liosta na n-éisteachtaí ó bhéal sceidealta
 - ◇ An Nós Imeachta maidir le Rochtain Phoiblí
 - ◇ An fhaisnéis is déanaí gach mí ar phríomhtháscairí feidhmíochta cásoibre, i.e. líon na gcásanna a fuarthas agus a cuireadh de lámh laistigh den tréimhse reachtúil.
 - ◇ Tuarascáil Bhliantúil agus Ráitis Airgeadais
 - ◇ Ballraíocht reatha an Bhoird Phleanála
 - ◇ Cód Iompair Bhaill an Bhoird, na bhFostaithe agus Daoine Áirithe Eile.
- Scrúdófar an bhféadfaí meáin shóisialta a úsáid chun eolas ar fheidhmeanna agus ar ghníomhaíochtaí an Bhoird Phleanála a scaipeadh san fhíoram.

ACCESS TO INFORMATION ON THE ENVIRONMENT

Information relating to the environment, subject to certain exemptions, held by An Bord Pleanála is available under The European Communities (Access to Information on the Environment) Regulations. Requests should be made in writing and addressed to the Access to Information on the Environment Officer. General principles/procedures for making a request under the AIE Regulations are available at www.pleanala.ie.

OVER THE LIFETIME OF THIS PLAN AN BORD PLEANÁLA WILL:

- Seek to develop remote electronic access to public documentation on current casework files and to all documentation on decided casework files via the website.

- Continue to provide up-to-date information via our website and on request on the services we provide including information covering:
 - ◇ Functions of An Bord Pleanála
 - ◇ Strategy Statement of An Bord Pleanála
 - ◇ Customer Action Plan
 - ◇ Guide on How to Make a Planning Appeal
 - ◇ Guide on Strategic Infrastructure Development Process
 - ◇ Guidelines on local authority Appropriate Assessment applications
 - ◇ Fees Schedule
 - ◇ Guidelines on Procedures at Oral Hearings
 - ◇ Notice on Procedures for Applications for Judicial Review of decisions of An Bord Pleanála
 - ◇ Lists of new and decided cases
 - ◇ List of upcoming scheduled oral hearings
 - ◇ Public Access Procedures
 - ◇ Monthly updated information on casework key performance indicators i.e. number of cases received and disposed within statutory time objective
 - ◇ Annual Report and Financial Statements
 - ◇ Current membership of the Board of An Bord Pleanála
 - ◇ Code of Conduct for Board Members, Employees and certain other persons.

- Consider use of social media communication channels to disseminate real time information in respect of the functions and activities of An Bord Pleanála.

(5) TRÁTHÚLACHT AGUS DEA-BHÉAS

Prionsabal

Cuirfear seirbhísí den scoth ar fáil go dea-bhéasach tuisceanach agus lena laghad moille agus is féidir, ag cothú meas frithpháirteach idir an custaiméir agus an eagraíocht.

Ainmneacha teagmhálaithe a thabhairt i ngach cumarsáid ar mhaithe le háisiúlacht i dteagmháil ina dhiaidh sin.

Soláthar

Aithníonn an Bord Pleanála gur eagraíocht phoiblí é atá dírithe ar an gcustaiméir agus féachann sé leis an gcaighdeán is airde seirbhíse a sholáthar do chustaiméirí. Leanfaidh an Bord Pleanála den tseirbhís seo a sholáthar duine le duine, ar an bhfón agus trí na córais TFC.

Geallann foireann an Bhoird Phleanála a bheith pras, cabhrach, foighneach agus dea-bhéasach i ngach caidreamh a bhíonn acu leis an bpobal cibé scríofa, ar an bhfón agus duine le duine, ina oifigí agus in éisteachtaí ó bhéal.

Ba cheart a thabhairt ar aird sa chomhthéacs seo go gcoisctear faoin Acht um Pleanáil agus Forbairt 2000 cumarsáid a dhéanamh le foireann agus/nó baill an Bhoird Phleanála ar mhaithe le tionchar a imirt orthu i dtaca le cás ar bith atá os comhair an Bhoird. Ba cheart teagmháil mar gheall ar chásobair phleanála a dhéanamh le foireann riaracháin an Bhoird Phleanála agus ní le cigirí ná le baill an Bhoird Phleanála.

Is eol don Bhoird go mbíonn tionchar nach beag ar an tseirbhís do chustaiméirí ag tréimhsí ama a gcaithfear cinntí ar chásanna pleanála a dhéanamh laistigh díobh. Bíonn formhór na gcásanna a thagann os comhair an Bhoird Phleanála le cinneadh laistigh de thréimhse ama reachtúil (18 seachtain de ghnáth ón uair a fhaightear an cás).



(5) TIMELINESS AND COURTESY

Principle

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 on-going transactions.

Delivery

An Bord Pleanála recognises that as a public body it is a customer driven organisation and it endeavours to provide the highest level of customer service through interactions with the public. An Bord Pleanála will continue to provide this service face to face, over the phone and through our ICT systems.

The staff of An Bord Pleanála undertake to be prompt, helpful, patient and courteous in all dealings with the public whether in written, telephone or face to face contact in its offices or at oral hearings.

In this context it should however be noted that the Planning and Development Act 2000 as amended does prohibit communication with staff and/or Board members for the purpose of influencing improperly the consideration of a case before the Board. Contact with the Board in respect of planning casework is directed to Administrative staff and not to Inspectorate staff or Board Members.

An Bord Pleanála acknowledges that timelines in the making of decisions on planning cases is also a significant factor in delivering customer service. The bulk of the cases which come to An Bord Pleanála for decision are subject to a statutory time objective to deliver a decision (generally 18 weeks from receipt of the case).

SEO MAR A DHÉANFAIDH AN BORD PLEANÁLA LE LINN THRÉIMHSE AN PHLEAN SEO:

AR AN TEILEAFÓN:

- Nuair a fhreagraímid do ghlao, tabharfaimid ainm an bhaill foirne agus an rannóg ina n-oibríonn siad.
- Déanfaimid socruithe chun a chinntiú go bhfuil dóthain daoine i mbun oibre i ngach rannóg chun do ghlaonna a fhreagairt laistigh de ghnáthuaireanta oibre.
- Déanfaimid iarracht gach glao teileafóin a fhreagairt laistigh de cheithre bhuille den chlog.
- Ofrálaimid glaoch ar ais ort murar féidir linn déileáil leat láithreach.
- Aistreoimid a laghad glaonna is féidir, agus glaofaimid ar ais ort más gá.
- Tabharfaimid ainm an té a ndéanfar tú a aistriú chuici nó chuige, duit roimh ré.
- Beimid cabhrach agus dea-bhéasach i gcónaí.
- Tabharfaimid eolas soiléir intuigthe duit agus soiléireoimid aon rud is gá.

LE COMHFHREAGRAS:

- Admhóimid gach comhfhreagras laistigh de 7 lá oibre.
- Déanfaimid iarracht freagra substaintiúil a thabhairt ar gach comhfhreagras iar-chinnidh laistigh de 4 sheachtaine.
- Tabhair ainm agus uimhir theileafóin/seoladh r-phoist an té a bheidh ag déileáil leis an gcomhfhreagras duit.

SAN ÁIT FÁILTITHE:

- Cinnteofar go mbeidh ainmchlár le feiceáil ar an bhfáilteoir.
- Tar éis duit labhairt leis an bhfáilteoir, féachfaimid le ball foirne a chur ar fáil duit laistigh de 5 nóiméad, más féidir.
- Tabharfaimid na baill foirne a phléann leat a gcuid ainmneacha duit.

AG ÉISTEACHTAÍ Ó BHÉAL:

- Cinnteoimid go mbeidh ainmpláta á chaitheamh i gcónaí ag an gcigire a bheith i bhfeighil na héisteachta ó bhéal.



OVER THE LIFETIME OF THIS PLAN, AN BORD PLEANÁLA WILL:

ON THE TELEPHONE:

- When answering your call, give the name of the staff member and the section they are working in.
- Make arrangements to ensure that there is sufficient cover in each section to answer your calls at all times during normal working hours.
- Try to answer all telephone calls within 4 rings.
- Offer to ring you back if your query cannot be answered immediately.
- Keep transferring calls to a minimum, and ring you back if necessary.
- Give you the name of the person who you are being transferred to.
- Be helpful and courteous at all times.
- Provide clear and easily understood information, and clarification if necessary.

WITH CORRESPONDENCE:


- Acknowledge all correspondence within 7 working days.
- Endeavour that all post-decision correspondence receives a substantive response within four weeks.
- Provide the name and contact details (telephone and e-mail) of the staff member dealing with the correspondence.

IN THE RECEPTION AREA:

- Ensure that the Receptionist has a clearly visible nameplate.
- After initial contact with the receptionist, no one will be left unattended for more than 5 minutes within reason before the next contact with a member of staff.
- Staff members attending to you will give you their name.


AT ORAL HEARINGS:

- Ensure that the Inspector conducting the oral hearing will display a name plate at all oral hearings.

- 
- Féachfaimid chuige go mbeidh cárta aitheantais foirne á chaitheamh ag aon bhall foirne a bhíonn ag cabhrú leis an gcigire.
 - Beimid dea-bhéasach i gcónaí le linn éisteachtaí ó bhéal agus beimid ag súil le dea-bhéas ó chách.

TRÁTHÚLACHT CINNTÍ CÁSOIBRE:

- Le linn thréimhse an phlean seo cinntí an Bord Pleanála gach cásobair a thapúla is féidir agus féachfar leis na spriocanna cuí bliantúla a shroicheadh i dtaca le formhór na gcásanna pleanála a bheith cinnte laistigh den tréimhse reachtúil lena mbaineann.
- I gcásanna ina bhfuil tréimhse reachtúil fhoirmiúil leis an gcás a chinneadh, agus nach féidir an sprioc a shroicheadh, seolfaidh an Bord Pleanála scéala chuig na rannpháirtithe sa chás ag tabhairt na cúise(anna) leis an bhfaillí sin agus spriocdháta nua ar a bhfuil sé beartaithe an cás a bheith cinnte. Féachfaidh an Bord Pleanála chuige, leis, go dtugtar tús áite do chásanna mar sin agus go ndéanfar monatóireacht orthu le cinntiú go gcomhlíonfar an spriocdháta nua.

- 
- Ensure that where a staff member assists the Inspector he/she will wear a staff ID card.
 - Extend courtesy to all at oral hearings and expect all to do likewise.

TIMELINESS OF CASEWORK DECISIONS:

- Over the lifetime of this plan An Bord Pleanála will determine all casework as expeditiously as possible and will seek to achieve annual targets of determining the bulk of planning cases within the relevant statutory objective time period.
- In cases where there is a formal statutory time objective for determination and the objective will not be met An Bord Pleanála will notify the participants in the case in writing of the reason(s) for not meeting the objective and give a new target date by which it is intended to determine the case. An Bord Pleanála will also ensure that such cases are accorded a priority and are closely monitored so as to ensure that the new target date is achieved.

(6) GEARÁIN

Prionsabal

Córas dea-fhógartha, insroichte, trédhearcach agus áisiúil a bheith ann chun déileáil le gearáin mar gheall ar chaighdeán na seirbhíse. Córas athbhreithnithe/achomhairc dea-fhógartha, insroichte, trédhearcach agus áisiúil a bheith ann do chustaiméirí atá míshásta le cinní i dtaca le seirbhísí.

Soláthar

Geallann an Bord Pleanála déileáil le gearáin mar gheall ar chaighdeán na seirbhíse.

Ba cheart gearáin faoin tseirbhís do chustaiméirí a dhéanamh de réir na ngnásanna seo a leanas:

- Nuair a bhíonn custaiméirí míshásta leis an tseirbhís ó bhall foirne ba cheart é sin a phlé leis an mball foirne i dtrácht ar an gcéad dul síos.
- Má bhíonn an custaiméir míshásta fós tar éis freagra a fháil ón mball foirne, féadtar an cheist a atreorú chuig maor an bhaill foirne. Sa chás sin, tabharfaidh an ball foirne don chustaiméir ainm agus sonraí teagmhála an mhaoir agus cuirfidh sí/sé an maor ar an eolas faoin gceist i dtrácht a luaithe is féidir.
- Déanfaidh an maor teagmháil leis an gcustaiméir nó déanfar teagmháil leis thar a c(h)eann a luaithe is féidir ach laistigh de dhá lá oibre ón dáta ar ar ardaíodh an cheist.
- Má bhíonn an custaiméir míshásta i gcónaí tar éis teagmháil a dhéanamh le maor, agus más mian leis/léi leanúint den ghearán, féadann sé/sí gearán foirmiúil scríofa a dhéanamh chuig an Oifigeach Seirbhíse do Chustaiméirí (gheofar na sonraí teagmhála in Alt 4).

(6) COMPLAINTS

Principle


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


Delivery

An Bord Pleanála is committed to dealing with complaints about the quality of the service provided.

Complaints about customer service should be made in accordance with the following protocols :

- In the first instance where a customer feels that the service being provided via a staff member is deficient the matter should be raised directly with the staff member concerned.
- If the customer is still unhappy following the staff member's response, the matter can be referred to the staff member's supervisor. In this regard, the staff member will give the customer the name and contact details of the supervisor and will inform the supervisor as soon as possible of the nature of the issue concerned.
- The supervisor will contact or be put in contact with the customer as soon as practicable but at least no later than 2 working days from the date the issue has been raised.
- Following contact with the supervisor and if the customer is still unhappy and wishes to sustain the complaint then a formal written complaint should be made to the Customer Service Officer (the contact details can be found in Section 4).

- 
- Admhóidh an tOifigeach Seirbhíse do Chustaiméirí aon ghearán scríofa laistigh de 3 lá ó fháil an ghearáin agus eiseofar freagra scríofa don ghearánaí laistigh de ceithre seachtaine ó fháil an ghearáin (ach amháin má lorgaíonn an tOifigeach sonraí eile/ soiléiriú ón ngearánaí – i gcás mar sin tosóidh an tréimhse cheithre seachtaine ón uair a fhaightear an fhaisnéis/an soiléiriú breise sin).
 - Déileálfar le gach gearán go cothrom neamhchlaonta.
 - Ní dhéanfaidh gearán aon difear don déileáil nó don teagmháil a bheidh an gearánaí feasta leis an mBord Pleanála.
 - Is féidir céimeanna tosaigh an phróisis déanta gearán, is é sin sula ndéantar gearán foirmiúil leis an Oifigeach Seirbhíse do Chustaiméirí, a dhéanamh i bhfoirm theagmháil duine le duine, ar an bhfón, i r-phost nó i litreacha agus freagrófar iad ag an gcéim sin sa tslí chéanna. Gearáin scríofa amháin (facs, r-phost nó litir) a chuirtear chuig an Oifigeach Seirbhíse do Chustaiméirí agus caithfidh an fhaisnéis seo a leanas a bheith ann:
 - ◇ Ainm agus seoladh an ghearánaí.
 - ◇ Sonraí an ghearáin.
 - ◇ Ainm na roinne agus, más cuí, an oifigigh lena raibh tú ag déileáil.
 - ◇ Uimhir fóin lae, má tá tú sásta teagmháil a dhéanamh ar an bhfón.
 - Féadtar gearáin a dhéanamh in aon cheann de na réimsí seo a leanas:
 - ◇ Ceisteanna faoin Acht Míchumais maidir le rochtain ar ár seirbhísí, ár bhfoirgnimh agus eolas uainn.
 - ◇ Ceisteanna maidir le hidirdhealú faoi na hAchtanna Comhionannais.
 - ◇ Ceisteanna eile maidir le seirbhísí do chustaiméirí.

- 
- The Customer Service Officer (CSO) will acknowledge the receipt of any such written complaint within 3 days of receipt and will issue a substantive written response to the complainant within 4 weeks of receipt of same (unless the CSO requires further details/clarification from the complainant in which circumstances the four week target will commence upon receipt of such further information/clarification).
 - All complaints will be dealt with fairly and impartially.
 - The making of a complaint will have no implications for any future dealings or contacts with An Bord Pleanála.
 - The initial phases of the complaint process i.e. prior to any formal written complaint to the CSO can be undertaken via face to face personal contact, telephone, e-mail or letter and will be responded to at that stage in the same manner as made. The further referral of any such complaint to the CSO must be in writing (fax, e-mail or letter) and at that stage must contain the following information:
 - ◇ Name/Address of complainant.
 - ◇ Precise details of the complaint.
 - ◇ The name of the department and if appropriate, the official(s) with whom you were dealing.
 - ◇ A day time telephone number, if you are happy for us to contact you by phone.
 - Complaints can relate to any of the following areas:
 - ◇ Issues under Disability Acts relating to access to our services, buildings or information.
 - ◇ Issues about discrimination under the Equal Status Acts.
 - ◇ Other Customer Service Issues.



SEO MAR A DHÉANFAIDH AN BORD PLEANÁLA LE LINN THRÉIMHSE AN PHLEAN SEO:

- Cuirfear oiliúint ar an bhfoireann faoin tslí le gearáin ó chustaiméirí a láimhseáil agus cuirfear treoirínite ar fáil, más gá, ar an tslí le déileáil le gearáin ó bhéal agus le gearáin scríofa.
- Déanfar athbhreithniú bliantúil ar an Nós Imeachta Déanta Gearán i bhfianaise an taithí a bheidh faighte tríd a bheith ag déileáil le gearáin.
- Leanfar de bhunachar sonraí ríomhaireachta a úsáid chun gearáin faoi sheirbhís do chustaiméirí an Bhoird Phleanála a thaifeadh agus monatóireacht a dhéanamh orthu.
- Cinnteoidimid go gcuirtear an Bhainistíocht agus an Bord ar an eolas faoi aon ghearán a fhaightear agus faoin tslí ina gcaitear leis, agus faoi aon aiseolas ginearálta, lena n-áirítear tuairisc bhliantúil a thiomsóidh an tOifigeach Seirbhíse do Chustaiméirí.



OVER THE LIFE OF THIS PLAN AN BORD PLEANÁLA WILL:

- Provide training to staff on handling customer complaints and provide guidelines, where necessary, to assist staff in dealing with verbal or written complaints.
- Continue to review and monitor the Customer Complaints Procedure annually in light of experience gained in dealing with complaints.
- Continue to maintain a computerised database to record and monitor complaints about customer service received by An Bord Pleanála.
- Ensure that the receipt and handling of complaints and any other general feedback on customer service is brought to the attention of Management and the Board including the compilation of an annual review report by the Customer Service Officer.



(7) ACHOMHAIRC I dTACA LE GEARÁIN FAOIN tSEIRBHÍS DO CHUSTAIMÉIRÍ

Prionsabal

Córas athbhreithnithe/achomhairc dea-fhógartha, insroichte, trédhearcach agus áisiúil, ar bhonn foirmiúil, a bheith ann do chustaiméirí atá míshásta le cinntí ar ghearáin faoin tseirbhís do chustaiméirí.

Soláthar

Maidir le gearáin faoin tseirbhís do chustaiméirí an tslí le hachomharc a dhéanamh ná an gearán a chur ar aghaidh go foirmiúil chuig an Oifigeach Seirbhíse do Chustaiméirí, mar atá leagtha amach sa chuid den phlean seo a bhaineann le gearáin.

Meabhraítear duit go bhfuil meicníochtaí achomhairc inmheánacha/seachtracha ar leith ann do chinntí faoi na hAchtanna um Shaoráil Faisnéise agus na Rialacháin um Rochtain ar Fhaisnéis maidir leis an gComhshaol, agus iad le feiceáil ag www.pleanala.ie

Níl aon chead achomhairc eile ann i gcás cinntí ar chásobair phleanála. Ní féidir dúshlán a chur faoi chinntí dá sórt ach amháin i bhfoirm iarratas ar athbhreithniú breithiúnach ar phointe dlí chuig an Ard-Chúirt (gheofar sonraí breise ar an bpróiseas athbhreithnithe bhreithiúnaigh ag www.pleanala.ie).



(7) APPEALS IN RESPECT OF CUSTOMER SERVICE COMPLAINTS

Principle

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 customer service complaints.

Delivery

In respect of complaints concerning customer service the appeal mechanism is by way of the formal referral to the Customer Service Officer as detailed in the complaints section of this plan.

Note also that separate internal/external appeal mechanisms apply to decisions under the FOI and AIE etc., and these can be viewed at www.pleanala.ie.

In respect of decisions on planning casework, there is no right of further appeal. Such decisions can only be challenged by way of an application for leave for judicial review on a point of law to the High Court (further details on this judicial review process can be obtained at www.pleanala.ie).

(8) COMHAIRLIÚ AGUS MEASTÓIREACHT

Prionsabal

Cur chuige struchtúrtha a sholáthar chun gur féidir dul i gcomhairle go lánbhríoch le custaiméirí chun seirbhísí a fhorbairt, a chur ar fáil agus a athbhreithniú. Féachaint chuige go ndéantar an tslí ina gcuirtear seirbhísí ar fáil a athbhreithniú go lánbhríoch.

Soláthar

Déantar tuilleadh forbartha ar na meicníochtaí comhairliúcháin forleathana atá i bhfeidhm faoi láthair. Leanfaidh an Bord Pleanála de bheith ag aithint custaiméirí inmheánacha agus seachtracha agus ag dul i dteagmháil leo. Leanfaidh sé, freisin, de chruinnithe a thionól le grúpaí geallsealbhóirí ar cheisteanna a bhaineann leis an dá thaobh.

Aiseolas

Tugtar cuireadh do chustaiméirí tuairim a thabhairt faoi cibé an bhfuil an Bord Pleanála ag soláthar an leibhéal seirbhíse a theastaíonn agus cibé an ndéileálann sé go héifeachtach le ceisteanna. Bheadh na tuairimí sin thar a bheith úsáideach dúinn agus muid ag iarraidh feabhas agus forbairt a dhéanamh ar na seirbhísí. Tá an Bord Pleanála rannpháirteach i bpróiseas leanúnach athbhreithnithe agus meastóireachta chun ardchaighdeán seirbhíse do chustaiméirí a choimeád. Admhófar gach aiseolas a fhaightear agus athbhreithneofar é mar chuid den phróiseas leanúnach seo. Féadann tú aiseolas a sholáthar trí thuairimí nó moltaí faoin tseirbhís a chur ar fáil dúinn ar na bealaí seo:

- Usáid na cártaí tuairime ar www.pleanala.ie agus san áit fáiltithe.
- Líon isteach ceistneoir gearr do chustaiméirí i dtaobh an tslí inar caitheadh leat san oifig. Beidh an ceistneoir ar fáil san áit fáiltithe agus ar líne.
- Bí páirteach i suirbhé foirmiúil ar chustaiméirí a dhéanfaidh an Bord Pleanála gach trí bliana ar a laghad.
- Cuir do thuairim ar sheirbhís an Bhoird Phleanála do chustaiméirí chugainn i r-phost nó i litir chuig an Oifigeach Seirbhíse do Chustaiméirí.

Scagfaidh an Bord Pleanála aon aiseolas/tuairimí a fhaightear le fáil amach cé na codanna den tseirbhís ar cheart a fheabhsú agus seolfaidh an tOifigeach Seirbhíse do Chustaiméirí tuairisc bhliantúil ar an bpróiseas sin chuig an Bhainistíocht agus an Bord Pleanála.



(8) CONSULTATION AND EVALUATION

Principle

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.

Delivery

Extensive consultation mechanisms currently in place will be further developed over the period of this plan. An Bord Pleanála will continue to identify and engage with customers, both externally and internally. It will also continue to have meetings with stakeholder groups on general issues of mutual interest/ concern.

Feedback

Customers are invited to comment on whether An Bord Pleanála is delivering the level of service required and whether or not it deals effectively with enquiries. These comments are extremely useful in determining how services can be developed and improved. An Bord Pleanála engages in a continuing cycle of review and evaluation to maintain high standards of customer service. All feedback received will be acknowledged and reviewed in this continuous process. You can do this by providing comments or suggestions regarding the service you receive by the following methods:

- Use of comment cards at www.pleanala.ie and in the reception area.
- Fill out a brief customer service questionnaire relating to your experience when visiting the offices. The questionnaire will be available in the reception area and on-line.
- Engage with a formal global external customer survey which An Bord Pleanála will undertake at least every three years.
- E-mail or write a letter to the Customer Service Officer with any general comments on An Bord Pleanála's customer service.

An Bord Pleanála will analyse customer feedback/comments received to focus on areas to improve and an annual report including recommendations on same will be made to Management and the Board by the Customer Service Officer.

Prionsabal

Tabharfar rogha i dtaca le modhanna íocaíochta, suíomh na bpointí teagmhála, uaireanta oscailte agus amanna seachadta, áit is féidir. Bainfear úsáid as na teicneolaíochtaí atá ann cheana agus as cinn nua a thiocfaidh chun cinn chun an rogha agus an rochtain is fearr is féidir, agus soláthar ar ardchaighdeán, a chinntiú.

Soláthar

- Tá oifigí an Bhoird Pleanála suite i lár chathair Bhaile Átha Cliath. Bíonn na hoifigí ar oscailt idir 9.15 ar maidin agus 5.30 tráthnóna, Luan go hAoine. Ní dhúnann siad ag am lóin. Bíonn rogha ag custaiméirí íocaíocht a dhéanamh in airgead tirim, le seic nó le cárta creidmheasa nuair a bhíonn achomhairc nó aighneachtaí eile á dtaisceadh go pearsanta.

Ghlac an Bord Pleanála straitéis chúig bliana in 2013 agus tá sé beartaithe uasghrádaithe suntasacha a dhéanamh ar an gcomhéadan custaiméara a chuirtear ar fáil ar an suíomh Gréasáin, ach an cistiú cuí a bheith ar fáil. Sna trí go cúig bliana romhainn, feabhsóidh na huasghráduithe sin na gnéithe sin den suíomh Gréasáin a thugann cianrochtain agus rochtain leictreonach do chustaiméirí ar sheirbhísí uile an Bhoird Pleanála ó cheann ceann na bliana. Tar éis na n-uasghráduithe sin a bheith déanta, beidh iarratais, achomhairc agus aighneachtaí ar chásanna pleanála ar fáil go cianda agus go leictreonach ach táille chuí a íoc ar líne. Lena chois sin, leathnófar an rochtain ar eolas atá i seilbh an Bhoird Pleanála go dtí iarratais, achomhairc agus aighneachtaí a bhaineann le cásanna reatha san fhíoram. Tá cinntí an Bhoird Pleanála agus tuairiscí cigirí ar chásanna cinnte ar fáil i láthair na huaire ag www.pleanala.ie. Cuirfear go mór leis sin nuair a thabharfar isteach córais faisnéise geografáil.

Coimeádfar agus feabhsófar na modhanna traidisiúnta chun rochtain a fháil ar sheirbhísí chun rogha a thabhairt don chustaiméir. Glacfar i gcónaí le hiarratais, le hachomhairc agus le haighneachtaí leis an bpost nó de lámh ag na hoifigí. Beidh eolas ar chásanna cinnte ar fáil i gcónaí ag an oifig le léamh/le cóipeáil i bhfoirm chóip chrua ag na huaireanta poiblí fadaithe de 9.15 ar maidin go 5.30 tráthnóna gach lá oibre.

Principle

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.


Delivery

- An Bord Pleanála's offices are located in Dublin city centre. The opening hours are Monday to Friday 9.15 am to 5.30 pm, including lunch time. For the lodging of appeals or other submissions in person, customers have a choice of payment either by cash, cheque or credit card.

(9) CHOICE

An Bord Pleanála adopted a five year ICT strategy in 2013 and, subject to appropriate financing being made available, intends to begin to roll-out significant upgrades to the customer interface provided via its website. These upgrades will provide for significantly enhanced features aimed specifically at enabling customers access the full range of the Board's services remotely and electronically on a 24/7 basis over the next 3-5 years. These upgrades will, in particular, enable applications, appeals and submissions on planning casework to be made remotely and electronically with associated on-line fee payment. In addition, access to information held by the Board will be extended to include viewing of applications, appeals and submissions relating to current cases on a real time basis. An Bord Pleanála decisions and inspector reports on decided cases are currently available at www.pleanala.ie which will be enhanced by the introduction and use of geographical information systems.


Traditional methods of accessing services will be maintained and enhanced so that choice in means of access is available to the customer. It will still be possible to lodge applications, appeals and submissions by post or by hand at the offices. Information in respect of decided cases will continue to be available for inspection/copying in hard copy format at the office in accordance with the enhanced Public Access hours of 9.15 a.m. to 5.30 p.m. on any working day.



Cuirfear eolas ginearálta agus treoirínte i dtaobh oibríochtaí an Bhoid agus na forálacha reachtúla a rialaíonn cineálacha éagsúla cásanna ar fáil, agus nuashonrófar iad nuair is gá. Cuirfear an fhaisnéis sin ar fáil ar an suíomh Gréasáin, trí mheáin shóisialta, agus i gcóip chrua ag an deasc fáiltithe nó ar iarratas ar an bhfón, i r-phost nó i litir.

SEO MAR A DHÉANFAIDH AN BORD PLEANÁLA LE LINN THRÉIMHSE AN PHLEAN SEO:

- Cuirfear feidhmiúlacht ar líne ar fáil chun gur féidir féachaint ar achomhairc agus ar aighneachtaí eile i gcásanna cinnte agus i gcásanna beo san fhíoram.
- Tabharfar rogha do chustaiméirí cumarsáid a dhéanamh go leictreonach nó le modhanna traidisiúnta m.sh. gnáthphost, fón nó duine le duine ag an deasc fáiltithe.
- Cuirfear suíomh Gréasáin idirghníomhach ar fáil chun gur féidir cásanna pleanála a chuardach le córais faisnéise geografaí.
- Athrófar go córas rochtana agus eolais bunaithe ar an nGréasán ach beidh rogha slite ag custaiméirí i gcónaí chun teagmháil a dhéanamh leis an mBord Pleanála.



General Information and guidelines in respect of An Bord Pleanála operations and the statutory provisions governing the various case types will continue to be provided, updated and enhanced as appropriate. This information will be provided on the website, via social media, and in hard copy format at the reception or on request via telephone, email or letter.

OVER THE LIFE OF THIS PLAN AN BORD PLEANÁLA WILL:

- Develop an on-line functionality to enable viewing of appeals and other submissions on current live and decided planning cases in real time.
- Provide a choice to customers of communicating electronically or by traditional methods e.g. normal mail, telephone or face to face in reception.
- Develop an interactive website to allow searches for planning cases using Geographical Information Systems (GIS).
- Move to a web-based access and information system while still offering customers choice and variety in their interactions with An Bord Pleanála.

(10) COMHIONANNAS NA dTEANGACHA OIFIGIÚLA

Prionsabal

Cuirfear seirbhísí ar ardchaighdeán i nGaeilge agus/nó sa dá theanga ar fáil agus cuirfear in iúl do chustaiméirí go bhfuil ceart acu ar sheirbhís ina rogha ceann den dá theanga oifigiúla.

Soláthar

Aithníonn an Bord Pleanála go bhfuil ceart ag custaiméirí ar sheirbhís Ghaeilge ar ardchaighdeán agus geallann sé an tseirbhís sin a sholáthar.

Aithníonn an Bord Pleanála gur féidir le baill áirithe den phobal a gcuid tuairimí agus riachtanas a chur in iúl níos fearr ina rogha teanga, gur dea-chleachtas é a chumasú don phobal a rogha teanga a úsáid, agus go bhféadfadh sé baill den phobal a chur faoi mhíbhuntáiste diúltú seirbhís a thabhairt dóibh ina rogha teanga.

Is é aidhm an Bhoird Phleanála a chinntiú go mbíonn dóthain ball foirne inniúil sa Ghaeilge ionas gur féidir seirbhís Ghaeilge ar ardchaighdeán a chur ar fáil.

Ar mhaithe leis an nGaeilge a chur chun cinn i ngnó oifigiúil an Stáit, foráiltear in d'Acht na dTeangacha Oifigiúla go gcaithfidh eagraíochtaí poiblí scéim reachtúil a ullmhú ina sonrófar na seirbhísí a bhfuil sé i gceist aici a sholáthar:

- i nGaeilge amháin,
- i mBéarla amháin, agus
- i nGaeilge agus i mBéarla araon.

I scéim Ghaeilge reatha an Bhoird Phleanála tá gealltanais áirithe tugtha maidir le seirbhís i nGaeilge do chustaiméirí agus leanfar den tseirbhís Ghaeilge a sholáthar faoi threoir an phlean sin. (ar fáil ag www.pleanala.ie).



(10) OFFICIAL LANGUAGES EQUALITY

Principle

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

Delivery

An Bord Pleanála recognises our customer's rights to a high quality service through Irish and is committed to providing this service.

An Bord Pleanála recognises that members of the public can express their views and needs better in their preferred language, that enabling the public to use their preferred language is a matter of good practice, and that denying the customer the right to use their preferred language could place members of the public at a disadvantage.

An Bord Pleanála's on-going aim is to ensure a number of its staff are competent in the Irish language so that quality customer service through Irish may be ensured.

The Official Languages Act provides that, for the purposes of promoting the use of the Irish Language for official purposes in the State, public bodies prepare a statutory Scheme specifying the services, which the public body proposes to provide;

- exclusively through the medium of the Irish Language,
- exclusively through the medium of the English Language, and
- through the medium of both the Irish and English Languages.

An Bord Pleanála's current Irish Language Scheme contains a range of commitments in relation to customer service in the Irish language and will continue to guide delivery of such service. (available at www.pleanala.ie)

LE LINN THRÉIMHSE AN PHLEAN SEO:

- Beidh glaoiteoirí chun na hoifige in ann a gcuid gnó a dhéanamh trí Ghaeilge, más mian leo é.
- Aon chomhfhreagras Gaeilge a fhaightear, tabharfar freagra air i nGaeilge.
- I gcás ina bhfaightear achomharc nó aighneacht i nGaeilge, eiseoidh an Bord Pleanála an cinneadh i nGaeilge amháin nó sa dá theanga oifigiúla.
- I gcás ina mbaineann éisteacht ó bhéal le forbairt bheartaithe laistigh den Ghaeltacht, reáchtálfar an éisteacht ó bhéal i nGaeilge, ach amháin má aontaíonn na páirtithe gur cheart an éisteacht a bheith i mBéarla. I gcásanna mar sin is é an gnáthnós cigire a bhfuil Gaeilge mhaith aige nó aici a cheapadh.
- Beidh an suíomh Gréasáin dátheangach go hiomlán san ábhar statach agus sna codanna idirghníomhacha.
- Beidh gach bileog eolais ar fáil sa dá theanga.
- Beidh gach páipéarachas agus comharthaíocht ar fáil sa dá theanga.
- Gach doiciméad corparáideach tábhachtach a fhoilseoidh an Bord Pleanála, foilseofar é sa dá theanga laistigh den aon doiciméad.
- Beidh líon dóthanach foirne in ann gnó a dhéanamh trí Ghaeilge le custaiméirí.
- Cuirfear cúrsaí oiliúna inmheánacha agus seachtracha ar fáil don fhoireann chun iad a mhisniú chun cur lena gcuid Gaeilge ar mhaithe le seirbhís Ghaeilge níos fearr a thairiscint.



OVER THE LIFE OF THIS PLAN:

- Callers to the offices will be able to conduct their business in Irish if they wish.
- Any correspondence received in Irish will be responded to in Irish.
- Where an appeal or submission is written in Irish, the decision of the Board will be issued in Irish or bilingually.
- Where an oral hearing relates to a proposed development within a Gaeltacht, the oral hearing will be conducted through Irish, unless the parties to the appeal agree that the oral hearing should be conducted in English. In such cases it is standard practice to appoint an inspector who is competent in the use of Irish.
- The website will be fully bi-lingual in respect of all static information and interactivity.
- All information leaflets will be made available in both languages.
- All stationary and signage will be in both languages.
- All significant Corporate documents produced by An Bord Pleanála will be produced in bi-lingual form within the one document.
- An adequate number of staff will be competent in the Irish language.
- In-house and external training courses will be provided to staff to encourage staff to increase their knowledge of Irish with the intention of providing a better service through Irish.

(11) COMHORDÚ NÍOS FEARR

Prionsabal

Cur chuige níos comhordaithe agus níos comhtháite a ghlacadh i leith seirbhísí poiblí a sholáthar.

Soláthar

Is eol go maith don Bhord gur féidir lena ról sa chóras pleanála a bheith mar chuid de chreat toilithe/rialaithe níos ginearálta go minic, ag rialú tionscadail bhonneagair agus tionscadail eile mórsála beartaithe. Sa chomhthéacs sin díríonn an Bord Pleanála ar theagmháil leanúnach a choimeád le húdaráis phleanála i dtaca le hoibriú an chórais achomhairc phleanála agus le heagraíochtaí Stáit a bhfuil baint ag a bhfeidhmeanna siúd leis an gcóras rialaithe pleanála. Tá meabhráin tuisceana i bhfeidhm leis an nGníomhaireacht um Chosaint Chomhshaoil, leis an Údarás Sláinte agus Sábháilteachta agus leis an gCoimisiún um Rialáil Fuinnimh. An cuspóir ná comhordú a mhéadú idir na heagraíochtaí sin chun go mbeidh cur chuige comhsheasmhach ann ó thaobh freagrachtaí rialála na n-eagraíochtaí sin agus an Bhoird Phleanála. Athbhreithneofar na meabhráin tuisceana sin agus feabhsófar iad, áit is gá, ar mhaithe le comhordú den scoth a bhaint amach sa chomhthéacs reachtach atá i réim. Féachfaidh siad leis an ualach rialála ar chustaiméirí a laghdú a mhéad is féidir agus cur chuige comhsheasmhach agus tuisceanach a choimeád agus a fheabhsú.

Féachfaidh an Bord Pleanála le Meabhrán Tuisceana leis an Roinn Ealaíon, Oidhreachta agus Gaeltachta a thionscnamh agus a thabhairt chun críche.

Tá a Chéad Chomhaontú Leibhéal Seirbhíse tugtha chun críche ag an Roinn Comhshaoil, Pobail agus Rialtais Áitiúil agus déanfar é a athbhreithniú agus a leasú go bliantúil, faoi mar is gá.

Geallann an Bord Pleanála a bheith rannpháirteach i dtionscnaimh seirbhísí comhroinnte le heagraíochtaí eile san earnáil phoiblí.



(11) BETTER CO-ORDINATION

Principle

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

Delivery

An Bord Pleanála is conscious that its role in the planning system can often be part of a wider consent/regulatory framework governing proposed large scale infrastructural and other projects. In this context An Bord Pleanála's focus has been to maintain on-going contact with planning authorities in the operation of the planning appeal system and State Bodies whose functions interface with the planning regulatory system. Memoranda of Understanding are in place with the Environmental Protection Agency, the Health and Safety Authority and the Commission for Energy Regulation. The purpose is to foster greater co-ordination between these bodies in the context of streamlining and ensuring consistency of approach in relation to the regulatory responsibilities of these bodies and An Bord Pleanála. These memoranda of understanding will be reviewed and, where appropriate, enhanced so that the best possible co-ordination within the prevailing legislative context is achieved. This will seek to minimise the regulatory burden on customers to the greatest possible extent and provide that consistency of approach and understanding is maintained and enhanced.

An Bord Pleanála will also seek to initiate and complete a Memorandum of Understanding with the Department of Arts, Heritage and the Gaeltacht.

An Bord Pleanála has also completed its first Service Level Agreement with the Department of Environment, Community and Local Government and will review and amend same as required on an annual basis.

An Bord Pleanála is also committed to participation in shared services initiatives with other public sector bodies.

SEO MAR A DHÉANFAIDH AN BORD PLEANÁLA LE LINN THRÉIMHSE AN PHLEAN SEO:

- Déanfar gach Meabhrán Tuisceana a athbhreithniú.
- Déanfar Meabhrán Tuisceana a fhorbairt leis an Roinn Ealaíon, Oidhreachta agus Gaeltachta.
- Athbhreithneofar Comhaontuithe Leibhéal Seirbhíse leis an Roinn Comhshaoil, Pobail agus Rialtais Áitiúil agus tabharfar chun dáta iad gach bliain.
- Leanfar den chomhairliú leis an Roinn Comhshaoil, Pobail agus Rialtais Áitiúil ar mhaithe leis an reachtaíocht a leasú chun comhordú níos fearr a dhéanamh ar na próisis rialála maidir le toiliú.
- Leanfar den teagmháil le húdaráis phleanála maidir leis an bpróiseas achomhairc phleanála a dhéanamh níos éifeachtaí.
- Beifear rannpháirteach sna tionscnaimh ríomhphleanála atá ar bun ag an Roinn Comhshaoil, Pobail agus Rialtais Áitiúil agus an Bord Cláir Ríomhphleanála faoi scáth na Gníomhaireachta Bainistíochta Rialtais Áitiúil ar mhaithe le feabhsú a dhéanamh ar an malartú eolais idir an Bord, údaráis phleanála agus eagraíochtaí comhairliúcháin forordaithe agus an pobal.
- Cuirfear áis shlán eisln ar fáil chun gur féidir le comhairligh sheachtracha féachaint ar dhoiciméadú riachtanach.
- Leanfar de chruinnithe le húdaráis phleanála agus le heagraíochtaí forordaithe nuair is gá ar mhaithe le comhairliúchán réamhiarratais le hiarratasóirí ionchasacha ionas go mbeidh an comhairliúchán sin ar chaighdeán níos fearr.
- Déanfar teagmháil le heagraíochtaí eile san earnáil phoiblí ar mhaithe leis an luach is fearr is féidir a fháil ar Sheirbhísí Comhroinnte agus iad a bheith a chomhtháite agus is féidir.



OVER THE LIFE OF THIS PLAN AN BORD PLEANÁLA WILL:

- Review all existing Memoranda of Understanding.
- Develop a Memorandum of Understanding with the Department of Arts, Heritage and the Gaeltacht.
- Review and update Service Level Agreements with the Department of the Environment, Community and Local Government on an annual basis.
- Continue on-going consultations with the Department of the Environment, Community and Local Government with a view to progressing legislative amendment to better streamline and co-ordinate the overall regulatory consent processes.
- Continue on-going liaison with planning authorities in relation to streamlining the operational planning appeal process.
- Play a part in the e-planning initiatives being progressed by the Department of the Environment, Community and Local Government and the e-Planning Programme Board under the auspices of the Local Government Management Agency with a view to streamlining and enhancing exchange of information between the Board, planning authorities and prescribed consultative bodies and the public.
- Develop a secure extranet facility where necessary documentation can be viewed by external consultees.
- Continue to meet with planning authorities and prescribed bodies where necessary in the context of pre-application consultations with prospective applicants so that the quality of such consultations is enhanced.
- Engage with other public sector bodies in the context of gaining maximum value and coherence in the area of Shared Services.

Prionsabal

Cinntefar go n-aithneofar an fhoireann mar chustaiméirí inmheánacha agus go bhfaigheann siad an tacaíocht chuí i gceisteanna a bhaineann le soláthar seirbhísí agus go dtéitear i gcomhairle leo.

Soláthar

Geallann an Bord Pleanála a chinntiú go n-aithnítear baill foirne mar chustaiméirí inmheánacha. Tuigeann sé nach féidir seirbhís ar ardchaighdeán a sholáthar don phobal ach amháin má chuirtear seirbhís ar ardchaighdeán ar fáil go dea-bhéasach don fhoireann féin. Bíonn tionchar ag caighdeán na seirbhíse do chustaiméirí inmheánacha ar chaighdeán na seirbhíse a chuirtear ar fáil do chustaiméirí seachtracha. Tá tábhacht le hoiliúint ó thaobh riachtanais foirne a aithint agus a thacú agus iad a threalmhú chun seirbhís ar ardchaighdeán a sholáthar don phobal.

SEO MAR A DHÉANFAIDH AN BORD PLEANÁLA LE LINN THRÉIMHSE AN PHLEAN SEO:

- Leanfar den chomhairliú le custaiméirí inmheánacha agus socrófar caighdeán chuí a mbeidh súil ag baill foirne leo óna chéile, mar chustaiméirí inmheánacha.
- Bainfear úsáid as an gCoiste Comhpháirtíochta mar fhóram comhairliúcháin tábhachtach leis an bhfoireann.
- Cinntefar go leanfar de chomhairliú, agus áit is gá le hidirbheartaíocht le hionadaithe foirne, trí chainteanna leanúnacha neamhfhoirmiúla/foirmiúla le ceardchumann na mball foirne, agus feabhsófar é.
- Cinntefar go gcuirfear deiseanna oiliúna agus forbartha ar fáil don fhoireann le gur féidir leo forbairt phearsanta/ghairmiúil a dhéanamh.
- Cinntefar go mbunófar gach beartas ar mheas agus ar dhínit san ionad oibre.
- Cinntefar go gcaithfear go comhionann le gach duine i bpróisis agus i seirbhísí lena mbaineann an custaiméir inmheánach.



(12) INTERNAL CUSTOMER

Principle


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


Delivery

An Bord Pleanála is committed to ensuring that staff members are also recognised as customers. It appreciates that delivering a quality service to the public is only achievable in the context of extending a high level of service and courtesy to its own staff. The quality of customer service to the internal customer directly impacts the quality of the service provided externally. Training has an important role in recognising and supporting the needs of staff and in equipping them to provide a better service to the public.

OVER THE LIFE OF THE PLAN AN BORD PLEANÁLA WILL:

- Continue to consult with internal customers and draw up appropriate standards which can be expected from each other as internal customers.
- Use the in-house Partnership Committee as a significant consultative forum with staff.
- Ensure that consultation, information and, where appropriate, negotiations with staff representatives via on-going informal/formal engagement with the trade union representing staff members is maintained and enhanced.
- Ensure through training strategies that all staff will have the opportunity to develop personally/professionally with new training development opportunities.
- Ensure that all policies are underpinned by respect and dignity in the workplace.
- Ensure that all processes and services involving the internal customer will ensure equal treatment to all.

- 
- Cinnteofar go mbeidh ainm an té a bheidh ag déileáil le gnóthaí ar leith i seirbhísí tacaíochta (Airgeadas, Acmhainní Daonna, Áiseanna & Bainistíocht Comhshaoil agus ICT) sofheicthe go soiléir.
 - Cinnteofar go n-athrófar sonraí teagmhála nuair a athraíonn post duine laistigh den eagraíocht, chun an post nua a léiriú.
 - Díreofar ar chumarsáid a fheabhsú agus ar an bhfoireann a choimeád ar an eolas faoi cheisteanna ar leith a d'fhéadfadh difear a dhéanamh dóibh.
 - Gealltar go ndéanfar suirbhéanna rialta ar bhaill foirne chun a leibhéal sástachta a chinneadh.

- 
- Ensure that the name of the contact person charged with dealing with specific issues in the support services (Finance, Human Resources, Facilities & Environmental Management and ICT) should be made clearly available.
 - Ensure that when a staff member changes jobs within the organisation, their contact details should be changed to reflect this.
 - Focus on improved communications and keeping staff updated on particular issues which may affect them.
 - Commit to conducting regular staff climate surveys.

Roinn 3 – SONRAÍ AN tSUÍMH AGUS ROGHANNA IOMPAIR



Naisc iompair

Is féidir dul chuig oifigí an Bhoird Phleanála i gcarr, ar bhus, ar an iarnród, ar an LUAS, ar rothar agus de shiúl na gcos.

Liostaíonn an Pleanálaí Turais ó lompair na hÉireann roghanna iompair phoiblí ionas gur féidir leat amanna turais a mheas go cruinn ó áit ar bith in Éirinn. Clúdaíonn an Pleanálaí bus, traenacha, tramanna, báid farantóireachta agus siúl – 120 oibreoir san iomlán – agus tugtar gach eolas faoin mbealach, amchláir le priontáil agus sonraí fhad na dturas iomlán. Gheofar é ag; [Pleanálaí Turais](#)

Ar an mBus

Gheofar na sonraí is déanaí ar bhealaí atá oiriúnach do chathaoireacha rotha, eolas fíorama faoi bhusanna agus amchláir ghinearálta i mBaile Átha Cliath ar www.dublinbus.ie

Siúlóid 10 nóiméad is ea é ó Shráid Mhaoilbhríde go Busáras. Gheofar eolas ar na seirbhísí náisiúnta bus ar www.buseireann.ie

Section 3 – LOCATION DETAILS AND TRANSPORT OPTIONS



Transport links

The offices of An Bord Pleanála are readily accessible by car, bus, rail, LUAS, bicycle and on foot.

The Journey Planner from Transport for Ireland is a comprehensive listing of public transport options and allows you to plan your journey times more accurately from any location in Ireland. The Planner covers bus, rail, tram, taxis, ferries and walking – 120 operators in total – with fully mapped-out route information, printable timetables and details of overall journey times. It can be accessed at the following link; [Journey Planner](#)

By Bus

For the latest details on wheelchair accessible routes, real time bus information and general timetables in Dublin, see www.dublinbus.ie

Busaras is a 10 minute walk away from Marlborough Street. For information national bus services, see www.buseireann.ie

Bealaí iarnróid

Is iad Stáisiúin Uí Chonghaile agus Heuston príomhstáisiúin Bhaile Átha Cliath. Tá oifigí an Bhoird Phleanála suite fad siúil ó Stáisiún Uí Chonghaile (mar a thaispeántar ar an [léarscáil](#)). Nó is féidir an LUAS (Líne Dhearg) a fháil ó Stáisiún Uí Chonghaile go Sráid na Mainistreach, a thrasnaíonn Sráid Mhaoilbhríde.

Tá Stáisiún Heuston suite 2 chileaméadar nó mar sin ónár n-oifigí. Tá naisc bhus ó Stáisiún Heuston le fáil ar www.dublinbus.ie. Ritheann LUAS (Líne Dhearg) ó Stáisiún Heuston ó Shráid na Mainistreach. Gheofar sonraí na mbealaí iarnróid ar www.irishrail.ie.

Rothaíocht

Tá stáisiúin rothair Bhaile Átha Cliath suite ar Shráid Chathal Brugha, lámhe le hoifigí an Bhoird Phleanála. Gheofar eolas breise ag: Dublin Bikes.

Carr/Tacsáí

Tá tacsaithe le fáil ar fud na cathrach agus féadann siad tú a thabhairt díreach chuig oifigí an Bhoird Phleanála ag 64 Sráid Mhaoilbhríde, Baile Átha Cliath 1. Féach [mapa cheantar aitiúil na n-oifigí](#). Sa charr, lean ceann de na príomhbhealaí (Leis an litir N, e.g. N1, N4) isteach i lár na cathrach agus lean an léarscáil chun dul chuig sráid ar leith.

Comhpháirtí in Ionaid Oibre Taistil Chliste is ea an Bord Pleanála, agus tacaíonn sé le beartas iompair inbhuanaithe.



Rail routes

The two main train stations in Dublin City are Connolly and Heuston. The Board's offices are within walking distance of Connolly Station (as shown on the [map](#)). Alternatively the LUAS (Red Line) can be taken from Connolly Station to Abbey Street, which intersects with Marlborough Street.

Heuston Station is located approximately 2 kilometers from our offices. There are bus links from Heuston Station at the www.dublinbus.ie. The LUAS (Red Line) also runs from Heuston Station to Abbey Street. For the latest rail routes and details, see www.irishrail.ie.

Cycling

Dublin bikes station is located on Cathal Brugha Street, beside the Board's offices. Further information can be found at: [Dublin Bikes](#).

Car/Taxis

Taxis can be obtained throughout the city and will be able to drop you outside the Board's Offices at 64 Marlborough Street, Dublin 1. See the [map of the local area of the offices](#). By car, follow one of the main routes (Indicated by N, i.e. N1, N4) into the city centre and follow the map for a precise street access route.

An Bord Pleanála is a partner in the Smarter Travel Workplaces and supports a sustainable transport policy.



Roinn 4 – Príomhfhoinsí Eolais

An Bord Pleanála,
64 Sráid Mhaoilbhríde,
Baile Átha Cliath 1.
Teileafón: (01) 858 8100
Glao áitiúil: 1890 275 175
Facs: (01) 872 2684
Diail Dhíreach: (01) 8737 + uimhir folíne trí dhigit
Gréasán: www.pleanala.ie
R-phost: bord@pleanala.ie

Ba cheart achomhairc agus ceisteanna pleanála eile a sheoladh chuig:

An Rúnaí,
An Bord Pleanála,
64 Sráid Mhaoilbhríde,
Baile Átha Cliath 1.

Rochtain Phoiblí

An Rannóg um Rochtain Phoiblí,
An Bord Pleanála,
64 Sráid Mhaoilbhríde,
Baile Átha Cliath 1.
Teileafón: (01) 8588100 folíne 104, nó
Glao áitiúil: (1890) 275 175 folíne 104, nó
Diail Dhíreach: (01) 8737104
R-phost: publicaccess@pleanala.ie

Seirbhís do Chustaiméirí

An tOifigeach um Sheirbhísí do Chustaiméirí,
An Bord Pleanála,
64 Sráid Mhaoilbhríde,
Baile Átha Cliath 1.
R-Phost: customerservice@pleanala.ie

Saoráil Faisnéise

An tOifigeach Saoráil Faisnéise,
An Bord Pleanála,
64 Sráid Mhaoilbhríde,
Baile Átha Cliath 1.
R-phost: foi@pleanala.ie

Rochtain ar Eolas ar an gComhshaol

An tOifigeach Rochtain ar Fhaisnéis maidir leis an gComhshaol,
An Bord Pleanála,
64 Sráid Mhaoilbhríde,
Baile Átha Cliath 1.
R-phost: aie@pleanala.ie

Section 4 – Main Information Contacts

An Bord Pleanála,
64 Marlborough Street,
Dublin 1.
Telephone: (01) 858 8100
Lo-Call: 1890 275 175
Fax: (01) 872 2684
Direct Dial: (01) 8737 + Three Digit
Extension Number
Web: www.pleanala.ie
Email: bord@pleanala.ie

Appeals and other planning matters should be addressed to:

The Secretary,
An Bord Pleanála,
64 Marlborough Street,
Dublin 1.

Public Access

Public Access Section,
An Bord Pleanála,
64 Marlborough Street,
Dublin 1.
Telephone: (01) 8588100 extension 104, or
Lo-Call: 1890 275 175 extension 104, or
Direct Dial: (01) 8737104
Email: publicaccess@pleanala.ie

Customer Service

Customer Service Officer,
An Bord Pleanála,
64 Marlborough Street,
Dublin 1.
Email: customerservice@pleanala.ie

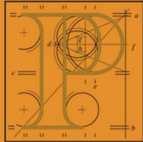
Freedom of Information

Freedom of Information Officer,
An Bord Pleanála,
64 Marlborough Street,
Dublin 1.
Email: foi@pleanala.ie

Access to Information on the Environment

Access to information on the Environment
Officer,
An Bord Pleanála,
64 Marlborough Street,
Dublin 1.
Email: aie@pleanala.ie

An Bord Pleanála



64 Sráid Maoilbhríde
Baile Átha Cliath 1

Teil: 01 858 8100
Faics: 01 872 2684
LóGhlao: 1890 275 175
Ríomhphost: bord@pleanala.ie
Láithreán Gréasáin: www.pleanala.ie

64 Marlborough Street
Dublin 1

Tel: 01 858 8100
Fax: 01 872 2684
LoCall: 1890 275 175
Email: bord@pleanala.ie
Web: www.pleanala.ie