

maidir le polasaithe, straitéisí srl.) a sholáthar i nGaeilge agus i mBéarla.

- Ó thaobh cruinnithe poiblí, is é ár bpolasaí ná, sa chás go mbeidh údar maith leis, go soláthrófar baill foirne a bheidh inniúil ar an nGaeilge le haghaidh cruinnithe i limistéir Ghaeltachta agus/nó nuair a bheifear ag bualadh le heagraíochtaí/grúpaí Gaeilge sa chás go dtabharfar fógra leordhóthanach.
- Geallann an Roinn go soláthróidh sí seirbhís trí Ghaeilge do dhaoine den phobal i limistéir Ghaeltachta.

statements, strategies etc.) in Irish and English.

- In terms of public meetings, it is our policy that, when warranted, staff proficient in Irish will be provided for meetings in Gaeltacht areas and/or when meeting Irish language organisations/groups, where sufficient notice is given.
- The Department undertakes to provide a service through Irish to members of the public in Gaeltacht areas.

Tuilleadh Eolais

Is féidir tuilleadh faisnéise a fháil i ndáil le haon cheann de na míreanna thuas ar ár suíomh idirlín: www.viron.ie, nó trí dhul i dteagmháil leis an Oifigeach Gaeilge, Aonad um thacaíocht Straitéiseach agus Gnó; Teil: 01 888 2000. Is féidir iarratais ar fhaisnéis a chur chuig an Oifigeach um Sheirbhís Ardchaighdeain do Chustaiméirí ag qcsofficer@viron.ie freisin.

Further Information

Further information in relation to any of the items above can be obtained on our website: www.viron.ie, or by contacting the Irish Language Officer, Strategic and Business Support Unit; Tel: 01 888 2000. Information requests can also be directed via the Quality Customer Service Officer at: qcsofficer@viron.ie.



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Roinn Comhshaoil, Pobal agus Rialtais Áitiúil

*Department of the Environment,
Community and Local Government*

Comhionannas na dTeangacha Oifigiúla Official Languages Equality



Comhshaoil, Pobal agus Rialtas Áitiúil
Environment, Community and Local Government



Ár dTiomantas

Mar Roinn, féachaimid le seirbhísí ardchaighdeáin a sholáthar dár gcustaiméirí i nGaeilge agus i mBéarla araon. Leagtar ár ngeallantais i ndáil leis an nGaeilge amach i *Scéim Ghaeilge 2013-2016* na Roinne. Cuireann an Scéim le prionsabail na Seirbhíse Ardchaighdeáin do Chustaiméirí agus leis na gealltanais a leagadh amach in ár gCairt Chustaiméirí. Leagtar faisnéis amach sa bhileog seo faoi na seirbhísí ginearálta gur féidir linn a sholáthar duitse, an custaiméir, i nGaeilge agus i mBéarla.

- Sa chás nach bhfuil ball foirne ag Rannáin atá inniúil ar an nGaeilge, nó

sa chás nach bhfuil duine den sórt sin ar fáil, soláthróidh ball ainmnithe den fhoireann ó Rannán eile seirbhís sa teanga arna roghnú ag an gcustaiméir.

- Le cois ár n-oibleagáid dlíthiúil a chomhlíonadh ó thaobh freagra a thabhairt i nGaeilge ar chomhfhreagras a fhaightear i nGaeilge, leanfaidh an Roinn ar aghaidh le comhfhreagras a thionscnamh i nGaeilge leo siúd arb eol gurb fhéarr leo comhfhreagras den sort sin. Cuir muid ar an eolas le do thoil más mian leat go gcuirfear thú san áireamh ar liosta den sórt sin.

- Táirgeann an Roinn roinnt bileog, póstaer agus foirmeacha iarratais a bhíonn ina n-údar spéise ginearálta don phobal. Cinnteoidimid go dtáirgfear gach foirm iarratais agus bileog dá n-úsáidtear go coitianta m.sh. i ndáil le vótáil, bainistíocht dramhaíola agus feachtais fheasachta poiblí, go dátheangach agus faoin aon chlúdach amháin.
- Táirgeann réimsí éagsúla polasaí na Roinne raon leathan foilseachán; geallaimid go leanfaimid ar aghaidh le leagain dhátheangacha d'fhoilseacháin lárnacha (mór-ráitis

Our Commitments

As a Department, we aim to provide quality services in both Irish and English to our customers. The Department's *Irish Language Scheme 2013-2016* sets out our commitments in relation to the Irish language. The Scheme builds on the principles of Quality Customer Service and the commitments set out in our Customer Charter. This leaflet sets out information on the general services that we can provide to you, the customer, in Irish and English.

- Where Divisions do not have a member of staff proficient in Irish, or where

such a person is not available, a designated member of staff from another Division will provide a service in the language of the customer's choosing.

- In addition to fulfilling our legal obligation to reply in Irish to correspondence received in Irish, the Department will continue to initiate correspondence in Irish with those who are known to prefer such correspondence. Please notify us if you wish to be included on such a list.

- The Department produces a number of leaflets, posters and application forms of general public interest. We will ensure that all commonly used application forms, posters and leaflets e.g. in relation to voting, waste management and public awareness campaigns, are produced bilingually under the one cover.
- A broad range of publications are produced by the various policy areas of the Department; we undertake to continue to provide bilingual versions of core publications (major policy