



Iascach Intíre Éireann
Inland Fisheries Ireland

Inland Fisheries Ireland Customer Charter 2023-2025



We work collaboratively with professionalism

- Being professional and courteous when engaging with colleagues and stakeholders
- Encouraging open pathways to stakeholders
- Dealing with FCPN (fixed charge penalty notices) and prosecutions in line with the Inland Fisheries Ireland's prosecution procedure
- Enforcing fisheries law equally and fairly to all
- Ensure all stakeholders receive the same high quality of service.



We act with respect and integrity

- Using our emotional intelligence when communicating with staff and stakeholders
- Being articulate, proportional, respectful, and fair in dealing with colleagues and stakeholders. The highest standards of integrity will always be maintained.
- We acknowledge the diversity of our stakeholders, treating all with equity and respect
- Endeavouring to understand people and their actions or motives.



We are committed to stewardship and sustainability

- We focus on the greater good for our fish and aquatic environment
- Embracing and demonstrating a passion for fisheries management. Taking ownership of how we can make a difference in improving fish habitat.
- Demonstrating our commitment of stewardship and sustainability by keeping it at the centre of all our decisions
- Thinking about the power of one – what changes can be made to make an impact.



We are open, transparent, and accountable

- Identify ourselves and our areas of work
- Being honest and truthful when dealing with our colleagues and stakeholders
- Ensuring all prosecutions taken are executed to the highest standards of honesty, integrity, fairness, professionalism, and consistency
- Being able to justify our decisions based on a sound rationale and keeping accurate and relevant records

Our Role

The protection, management and conservation of Ireland's Inland fisheries and sea angling resource.

Our Mission

To place the Inland fisheries resource in the best sustainable position possible for the benefit of future generations.

Our Customers

Are you an angler, fishery owner, staff member of IFI, or a member of the public with an interest in protection, conservation and development of inland waters and sea angling?

What to expect when you contact us

By phone

- Answer promptly during office hours
- Identify ourselves and our area of work
- Convey promptly to relevant members of staff
- Respond to all voicemails promptly
- Calls from withheld numbers will only be responded to if a message is left detailing callers name and number.

By website, email and letter

- Acknowledge within 5 working days of receipt
- Transferred to relevant area of Inland Fisheries Ireland to be dealt with by relevant staff member
- Where possible, to issue full correspondence within 20 working days, or where not possible, explaining delay and advising when to expect a full response.

Public Offices

- Please call ahead and make an appointment
- No appointment? We will endeavour to accommodate you where possible
- We will facilitate access for those with impaired mobility and/or specific needs
- Visits to our Laboratory and Fish Farm are by appointment only.

Public Consultations

- Stakeholders will be informed of proposed consultations by the most appropriate means
- Stakeholders will be involved at the earliest possible stage
- Consultations will take place over a reasonable time period
- Relevant documentation relating to the consultation will be provided.

Social Media

- Inland Fisheries Ireland is not in a position to respond to every comment or direct message (where enabled) on its social media platforms. Therefore, social media isn't suitable for making a report to Inland Fisheries Ireland, such as alleged illegal fishing, a pollution incident or presence of invasive species
- To make a report to IFI, customers are strongly encouraged to telephone IFI's 24 hour confidential hotline number, which is 0818 34 74 24.