



FOOTBALL ASSOCIATION OF IRELAND

CUSTOMER SERVICE CHARTER

1. Contents	
2. Our Mission.	2
3. Roles / Services of the Football Association of Ireland	2
4. Delivering Quality Service/ Principles of Quality Customer Service.	3
5. Protection of Children	3
6. Communications.	4
7. Equal Status Policy	5
8. Complaints.	5
9. Contacts.	6

2. Our Mission

The principal objects for which the Association is established are the advancement of sport by:

- the advancement of the Game of Football by being the national association and governing body in Ireland for the Game of Football, recognised by FIFA and UEFA as having ultimate responsibility for the governance and promotion of the Game of Football in Ireland;
- to promote, foster, improve and develop the Game of Football in Ireland, and to take all such steps as may be deemed necessary or advisable for preventing infringements of any of the laws of the Game of Football, and to constantly promote, regulate and govern the Game of Football throughout the territory of Ireland taking into consideration the principle of fair play and the unifying, educational, cultural and humanitarian values of the Game of Football, particularly through youth and development programmes.

3. Roles / Services of the Football Association of Ireland

In addition to Our Mission, the subsidiary and ancillary objects can be summarised as follows:

- to organise competitions in the Game of Football at national level;
- to respect and promote compliance with the FIFA Statutes, the UEFA Statutes, regulations, directives and decisions of FIFA, of UEFA, the Laws of the Game, the Futsal Laws of the Game and the Beach Soccer Laws of the Game;
- to promote principles of integrity, ethics, and fair play
- to promote and strengthen good governance principles and practices at national level
- to promote the development of the Game of Football;
- to promote and plan for increased and sustainable diversity and inclusion within the Game of Football
- to govern the Game of Football at national level, and to govern and supervise all forms of international football matches played throughout Ireland
- to make, adopt, vary, and publish rules, regulations, and directives for the regulation of the Game of Football or otherwise
- to promote, provide for, regulate and manage any and all details or arrangements relating to the Game of Football, including any arrangements for the benefit of

Provincial Associations, National Body Members, Leagues, Clubs, football competitions, contests and matches, international or otherwise

- to make, publish and vary rules, regulations and directives of the Association as required and to take all such steps as shall be deemed necessary or advisable for enforcing such rules, regulations, and directives;
- to decide and to seek to resolve all sporting disputes and to enforce any decisions or awards of the Association in respect of such disputes, irrespective of whether the Association is directly concerned in such dispute or not, that may arise between Provincial Associations; National Bodies; Leagues; Clubs; Players; any persons who are members of, or alleged to be members of, or are employed or engaged by, any such Provincial Associations, National Body Members, Leagues or Clubs; Agents; Participants; or any other interested persons,
- to co-operate with or assist any football association, Provincial Association, National Body Member, League or Club in any way which the Association shall think proper, and to enter into or adopt any agreement or arrangement with such football association, Provincial Association, National Body Member, League or Club as the Association deems appropriate.

4. Delivering Quality Service/ Principles of Quality Customer Service

The Football Association of Ireland is committed to offering a high quality service that meets our customers' needs. To ensure the FAI provides customers with an efficient and courteous level of service, we have introduced a formalised Customer Charter. This Customer Charter sets out the customer care standards you can expect from the FAI, details what you should do if you wish to make a complaint and highlights unreasonable behaviour that goes against the expectations we have for customers when interacting with FAI staff.

5. Protection of Children

The FAI has a corporate duty to promote the safety and well-being of children with whom it is in contact in any capacity. In delivering our services to children, we undertake to provide an environment and experience in which the welfare of the child is paramount.

We will adhere to the recommendations of *Children First: National Guidance for the Protection and Welfare of Children* and will develop policies to fully meet the requirements of any

additional legislation enacted in relation to the protection of children. The FAI's Safeguarding policies are available on our website: <https://www.fai.ie/safeguarding/>

6. Communications

If you contact us by **telephone**, we will:

- Answer your call promptly and give our name when we answer your call. We are available where possible to answer calls during normal office hours (between 9am to 1pm and 2pm to 5pm, Monday to Friday) with voicemail available outside these hours.
- Transfer your call to someone who can deal with your query or, where this is not possible, we will endeavour to have someone call you back by close of business that same day but no longer than within 2 working days.

If you **email or write** to us, we will:

- Endeavour to reply to you by close of business on the same day as we receive your correspondence or, where this is not possible, will respond within 10 working days at the latest to routine requests for information.
- Send an interim reply within 5 working days on issues requiring detailed consideration. In our reply we will explain the reason for the delay, tell you who is dealing with the matter and, if possible, say when a definitive response should be available.

If you call to our **office**:

- Our main office opening hours are: Monday to Friday, from 9.00 am until 5.00 pm
- Please pre-arrange meetings with staff in our offices before your arrival to ensure their availability to meet with you and to avoid any unnecessary inconvenience you may experience if they are unavailable.
- We will aim to ensure that:
 - Our offices comply with occupational health and safety standards;
 - Our public offices are accessible for people with disabilities; and
 - Meetings are arranged at a time that suits you and that you will not be kept waiting unnecessarily for a scheduled meeting.

7. Equal Status Policy

We are fully committed to providing a service that is accessible and relevant to all our stakeholders and accommodates the specific needs and aspirations of particular stakeholder groups.

We will also provide assistance for anyone needing assistance to come into the office through our nominated access officer contact details below.

8. Complaints

If you wish to make a **complaint**, we will refer you to the FAI complaint form to submit such complaint.

If you engage in what is considered **unreasonable behaviour**, we are most likely to consider the actions set out below but this can be varied depending on the nature of the unreasonable behaviour.

- We will inform you that the behaviour is unacceptable and if the contact is via a call, advise you that the call will be terminated if the behaviour continues.
- We will explain why your behaviour is not acceptable and outline our expectations of treating staff fairly and respectfully.
- If the behaviour continues, we may take action to restrict your contact with our office and to protect our staff.
- A comprehensive written record will be maintained in each case where a customer's conduct is considered to be unacceptable or unreasonable.
- We may limit contact to a particular contact channel (e.g., by letter only).
- We may limit contact to a single named FAI Staff Member.
- We may limit the frequency of telephone calls (e.g., to specified days and times).
- We may restrict email communication.
- Future correspondence relating to the same complaint where the matter has already been dealt with will be read and acknowledged indicating to the complainant that there will be no further communication on the matter.

Example of Unreasonable Behaviour

- *Unreasonable conduct* – Examples of unreasonable, and possibly abusive, conduct (whether oral or written) towards staff include threats; physical violence; verbal abuse; bullying or harassment; making untrue allegations; derogatory remarks; inflammatory statements; rudeness, damage to FAI property or FAI staff property; or attempting to provoke staff into engaging in unnecessary and time-wasting arguments or confrontations.
- *Provocation* – This may include an individual being vexatious, seeking to provoke or create discord, begin arguments or cause upset via online posts or comments. Email or other means of communication can also be considered to be aggressive or intimidating communications. However, there is a difference between a post that is critical of FAI and one that is targeted at named staff.
- *Unreasonable level of co-operation and/or a failure to co-operate* – This may be demonstrated by an individual: failing to clearly define the complaint; presenting large volumes of documentation in a disorganised way; changing the substance of the complaint while the investigation process is ongoing or clarification is being sought; or, withholding information, untruthfulness or being deliberately vague. It may also include non-cooperation with the investigation into the complaint which may hinder, obstruct or delay the investigative process.
- *Unreasonable arguments* – Examples of this could include an individual placing a lot of emphasis on relatively trivial or irrelevant issues; advancing theories that are unsupported by any evidence; or an insistence that their version of events be acknowledged as fact despite a lack of evidence to substantiate that conclusion.
- *Unreasonable demands* – An individual may, for example, demand an unrealistic solution or one that is disproportionate to their complaint. They may express strong opinions as to how they think FAI should implement a scheme or insist that FAI involve itself in a matter outside its remit.
- *Unreasonable persistence* – This generally involves an individual persisting with a complaint that has already been investigated and the matter resolved/closed by FAI. The persistence may present itself in several ways, for example, by demanding that the same (or slightly changed) complaint or issue be looked at repeatedly.

9. Contacts

Further Information on our customer services may be obtained from:

Cumann Peile na hEireann, Abbotstown, Dublin 15, D15 X8PD

Telephone - 01 8999500

Fax - 01 8999501

Website - www.fai.ie

Online Contact Form: [Football Association of Ireland Contact Form](#)

Email Registry

Data Protection	datamanager@fai.ie
Governance	governance@fai.ie
FAI Connect	faiconnect@fai.ie
Safeguarding & Child Welfare	childwelfare@fai.ie
Media	media@fai.ie
Commercial	Commercialteam@fai.ie
Reception	reception@fai.ie

Social Media

<https://x.com/FAIreland>

<https://www.instagram.com/faireland/>

<https://www.facebook.com/IrelandFootball>

<https://www.youtube.com/@FAITV>

Please note that social media communication does not fall within the scope of formal communication channels.