

# Customer Charter

This Charter outlines what you can expect when dealing with us, and it applies equally to anyone engaging with MARA, whether as a business, organisation or member of the public.

# MARA

An tÚdarás Rialála Limistéir Mhuirí  
Maritime Area Regulatory Authority

If you write to us, we aim to give you a full reply to your query within 20 working days (from the day we receive your letter). Where it is not possible to respond in full within this period, we will write to you to advise the reasons and also the projected timeframe for a response to your query.



If you e-mail us, we aim to acknowledge your email within 5 working days. We aim to respond and give a full reply to your query within 20 working days. Where it is not possible to respond in full within this period, we will write to you to advise the reasons and also the projected timeframe for a response to your query.

All of our responses will include a contact name, email address and a phone number.

If you call us:

- We will answer your call promptly
- Our staff will identify themselves by name and the name of the business unit in which they work
- We will endeavour to deal with your query immediately, however in the event that is not possible then we will call you back or request to respond via email



MARA has developed a parallel English/Irish website in relation to the general material relating to MARA and its services. MARA will ensure that not less than 70% of all general, static content on the website is available in both languages.

Please note: certain material (e.g. speeches, publications and any material which the MARA does not propose to publish bilingually) will be available in English only on the website.



Website publication will, in general, not be simultaneous Irish/English publications, unless otherwise required under the Act.

- We will ensure that material on our website [www.maritimeregulator.ie](http://www.maritimeregulator.ie) is up-to-date and accessible
- We will use clear, simple language in all our communications, insofar as it possible
- We will make information available in the most accepted formats



MARA utilises several social channels to keep the public and stakeholders informed and updated. Our social media accounts allow MARA to communicate news and updates in a timely manner. They are not intended as a means for submitting media or general queries. These can be submitted via e-mail or in writing to MARA.

If you visit our headquarters, we will:

- See you at the agreed time if you have an appointment
- Do our best to see you if you don't have an appointment
- Treat you with respect and courtesy



Visit the **Contact Us** area of our website for details of how to contact the various divisions

We aim to deliver the best possible service to all customers and value your opinion and feedback. If you wish to submit a compliment, comment or to make a complaint about the quality of customer service provided, please get in touch with us without delay or see our full complaints procedure on our website.

**Maritime Area Regulatory Authority**  
2nd Floor,  
Menapia House,  
Drinagh Business Park,  
Drinagh,  
Wexford,  
Y35 RF29



+ 353 (0)53 910 5700

LO-CALL: 0818 62 72 43



[www.maritimeregulator.ie](http://www.maritimeregulator.ie)



[info@mara.gov.ie](mailto:info@mara.gov.ie)

# Cairt Chustaiméirí

Leagtar amach leis an gCairt seo an méid ar féidir leat a bheith ag súil leis agus tú ag déileáil linn, agus baineann sí go cothrom le haon duine a bhíonn ag plé le MARA, cibé acu mar ghnó, mar eagraíocht nó mar bhall den phobal.

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Má scríobhann tú chugainn, tá sé mar aidhm againn freagra iomlán a thabhairt duit ar do cheist laistigh de 20 lá oibre (ón lá a fhaighimid do litir). Sa chás nach féidir freagra iomlán a thabhairt laistigh den tréimhse seo, scríobhfaimid chugat chun na cúiseanna agus an t-amchlár réamh-mheasta a chur in iúl duit chun freagra a thabhairt ar do cheist.



Má sheolann tú r-phost chugainn, tá sé mar aidhm againn do r-phost a admháil laistigh de 5 lá oibre. Tá sé mar aidhm againn freagra iomlán a thabhairt ar do cheist laistigh de 20 lá oibre. Sa chás nach féidir freagra iomlán a thabhairt laistigh den tréimhse seo, scríobhfaimid chugat chun na cúiseanna agus an t-amchlár réamh-mheasta a chur in iúl duit chun freagra a thabhairt ar do cheist.

Le gach fhreagra beidh ainm teagmhála, seoladh ríomhphost agus uimhir theileafóin.

Má ghlaonn tú orainn:

• Freagróimid do ghlaog go pras



• Cuirfidh ár bhfoireann iad féin i láthair de réir ainm agus ainm an aonaid ghnó ina n-oibríonn siad

• Déanfaimid ár ndícheall déileáil le do cheist láithreach, ach mura féidir é sin a dhéanamh, glaofaimid ar ais ort nó iarrfaimid ort freagra a thabhairt trí ríomhphost

Tá suíomh gréasáin comhthreomhar Béarla/Gaeilge forbartha ag MARA maidir leis an ábhar ginearálta a bhaineann le MARA agus a sheirbhísí. Cinnteoidh MARA go mbeidh 70% ar a laghad den ábhar ginearálta statach ar fad ar an suíomh Gréasáin ar fáil sa dá theanga.

Tabhair faoi deara le do thoil: beidh ábhar áirithe (e.g. óráidí, foilseacháin agus aon ábhar nach bhfuil sé beartaithe ag MARA a fhoilsiú go dátheangach) ar fáil i mBéarla amháin ar an suíomh gréasáin.



Go ginearálta, ní foilseacháin chomhuaineacha Ghaeilge/Bhéarla a bheidh i bhfoilsiú an tsuímh gréasáin, mura n-éilítear a mhalairt faoin Acht.

• Cinnteoidh go bhfuil an t-ábhar ar ár láithreán gréasáin [www.maritimeregulator.ie](http://www.maritimeregulator.ie) cothrom le dáta agus inrochtana

• Úsáidfimid teanga shoiléir shimplí inár gcumarsáid go léir, a mhéid is féidir

• Cuirfimid faisnéis ar fáil sna formáidí is mó a nglactar leo



Baineann MARA úsáid as roinnt bealaí sóisialta chun an pobal agus páirtithe leasmhara a choinneáil ar an eolas agus cothrom le dáta. Cuireann ár gcuntais meán sóisialta ar chumas MARA nuacht agus nuashonruithe a chur in iúl go tráthúil. Níl siad beartaithe mar bhealach chun na meáin nó ceisteanna ginearálta a chur isteach. Is féidir iad seo a chur isteach trí ríomhphost nó i scríbhinn chuig MARA.

Má thugann tú cuairt ar ár gceanncheathrú, déanfaimid an méid seo a leanas:



• Buailimid leat ag an am comhaontaithe má tá coinne agat

• Déan ár ndícheall tú a fheiceáil mura bhfuil coinne agat

• Caithfear leat le meas agus cúirtéis

Tabhair cuairt ar an gceantar Déan Teagmháil Linn ar ár láithreán gréasáin le sonraí maidir le conas teagmháil a dhéanamh le na rannóg eagsúla

Tá sé mar aidhm againn an tseirbhís is fearr is féidir a sholáthar do gach custaiméir agus is mór againn do thuairim agus d'aiseolas. Más mian leat moladh a chur isteach, trácht a dhéanamh nó gearán a dhéanamh faoi cháilíocht na seirbhíse do chustaiméirí a chuirtear ar fáil, déan teagmháil linn gan mhoill nó féach ar ár nós imeachta gearán iomlán ar ár láithreán gréasáin.

Údarás Rialála Limistéir Mhuirí  
An Dara hUrlár,  
Teach Menapia,  
Páirc Ghnó Dhraighneach  
Draighneach,  
Loch Garman,  
Y35 RF29



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