



Inshore Fisheries and
Conservation Authority

Stakeholder Promise

Date: June 2013

Version 1.0

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1. IFCA Vision

- 1.1. "Inshore Fisheries and Conservation Authorities will lead, champion and manage a sustainable marine environment and inshore fisheries, by successfully securing the right balance between social, environmental and economic benefits to ensure healthy seas, sustainable fisheries and a viable industry."
- 1.2. Cornwall IFCA is committed to working with all those who work with, use and interact with the marine environment. In order to successfully meet our vision, Cornwall IFCA is committed to high standards of customer care whenever we are contacted by, or contact any of our stakeholders.

2. Means of communication and what you can expect

2.1. In person Cornwall IFCA will:

- Ensure that our office is open between 09:00 to 17:00 Monday to Thursday and 09:00 to 16:30 Friday, apart from exceptional circumstances (e.g. staff training days, holiday periods, etc);
- Provide you with clear signage and welcome you to a clean, tidy and safe environment;
- Be courteous and endeavour to be helpful at all times;
- Greet someone within 1 minute, when they attend our office;
- Provide confidential interview facilities if needed;
- Provide information on our services and facilities;
- Ensure staff are be badged as IFCA officers and carry Identification; and
- Help you to complete forms, should you require.

2.2. If we come to you Cornwall IFCA Employees will:

- Where possible pre-arrange visits¹;
- Explain the purpose of any visit;
- Have identity cards and, where appropriate, warrant cards which can be inspected; and
- If appropriate be willing to call back at a later date.

¹ This excludes routine enforcement activities such as boardings and inspections.

2.3. If you telephone us, Cornwall IFCA will:

- Answer the telephone during office open hours and provide an answer-phone service for out of hours;
- Answer telephone calls within 5 rings whenever the office is staffed; and
- Respond to telephone calls within two working days.

2.4. If we telephone you, Cornwall IFCA will:

- Give you our name, service and contact details; and
- Clearly explain why we are calling you.

2.5. If you write or e-mail us, Cornwall IFCA will:

- Answer letters/e-mails or send a holding letter within 5 working days of receipt.

2.6. In general, Cornwall IFCA will:

- Treat you with dignity and respect;
- Treat everybody fairly according to their needs;
- Deal with complaints in accordance with Cornwall IFCA's procedures;
- Consult on important issues and ask for people's views about our services;
- Communicate and provide information as clearly as possible ensuring important leaflets and documents are understandable and concise;
- Ensure your information is being processed fairly and lawfully in line with the Data Protection Act 1998; and
- Notify any suspected offenders, where an offence is to be prosecuted in Court, within 6 months of detection of the offence.

3. Your responsibility as a customer

3.1. Cornwall IFCA will not tolerate abusive and violent behaviour towards staff. Staff are not expected to stay in situations where they:

- Feel threatened, either verbally or physically;
- Fear for their own safety or that of colleagues or members of the public; or
- Find behaviour offensive, or are exposed to discriminatory language or attitudes.

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3.2. Although these circumstances are very rare, Cornwall IFCA will pursue legal action against perpetrators if necessary.

3.3. **As a customer you should be aware that**

- Other members of the public may be upset by your behaviour or language; and
- If you shout, other people who are not bound by the same rules of confidentiality that apply to our staff, may hear what you say.

If you would like this information
in another format please contact:

Cornwall IFCA
Chi Gallos
Hayle Marine Renewables Business Park
North Quay
Hayle
Cornwall TR27 4DD

Telephone: **01736 336842**

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