

Annual Report

2009

**Presented in accordance with section 75(8) of
the Employment Equality Acts 1998 to 2008
to the Minister for Justice, Equality and
Law Reform, Mr. Dermot Ahern, T.D.**

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Our Mission

To contribute to a fairer society through providing a fair, accessible and impartial forum to remedy unlawful discrimination.

Our Mandate

The Employment Equality Act 1998, which established the Equality Tribunal, provides a statutory framework whereby we mediate and/or investigate claims of unlawful discrimination in accordance with the provisions of the Act. Various legislative changes have occurred since our establishment and we now have a unique responsibility for mediating and investigating complaints of unlawful discrimination under the following legislation:

- Employment Equality Acts 1998 - 2008
- Equal Status Acts 2000 - 2008
- Pensions Acts 1990 - 2008.

Our Values

Since its establishment, the Tribunal has sought to reflect a series of core values that support the implementation of its Mission Statement and underpin the manner in which the Tribunal would like to see its services operate. We will continue to be guided by the fundamental service principles set out in our first two Statements. These include:

For Service

Professionalism
Impartiality
Accessibility
Timeliness

For Staff

Optimum training and development
Collaborative working

For Government

Cost effectiveness and value for money
Impartial resolution of discrimination disputes

FOREWORD BY MELANIE PINE, DIRECTOR

The Equality Tribunal has a clear-cut but vital role in Ireland's efforts to tackle discrimination. Our mandate is to decide, or to mediate, claims of unlawful discrimination. Both our decisions and our mediated agreements are legally binding. Our customer survey this year gave an overwhelming endorsement to our mediation service. Clearly mediation does really make a difference to the lives of both parties to a dispute about discrimination. Parties also valued the decisions we made as being clear and reasoned and bringing the possibility of closure to a dispute.

A decade since the Tribunal's establishment, it is interesting to contrast 2009 with the Tribunal's first full year of operation.

- ❖ In 2000, there were only about 100 claims and virtually all of those concerned gender and work. In 2009, we had nearly 1,000 claims, touching every area of daily life. These claims come from all of the nine grounds.
- ❖ Over the years we have established a solid reputation for impartiality and professionalism. Our Decisions are clear and coherent and they are important - they can change how things work in the future.
- ❖ In 2000 we were only beginning to develop the mediation service. Now the service is well established. 25% of our cases go to mediation and the majority of those reach agreement.
- ❖ Changes in our jurisdiction have changed the balance between employment equality and equal status. Since 2003 we no longer deal with claims of discrimination in licensed premises but in 2004 we took over from the Labour Court the first-instance jurisdiction for discriminatory dismissal. We also took over additional jurisdiction in the pensions area. In the current economic climate this has contributed to our increasing and more complex caseload.
- ❖ On the administrative level:
 - our website, launched in 2000, has become an important tool for equality law both nationally and internationally, because of its innovative database of decisions on line. We get about 100,000 hits a month from all over the world.

In 2009 we made the database, and the accompanying legal reviews, available as a CD-ROM.

- we have co-operated with the Government's decentralisation programme and now have a cadre of ten staff at all levels operating from Portlaoise.
- we have maximised the scope for shared services with our parent Department, in particular for financial, HR and IT services.
- accessibility is a core principle both physically and intellectually; for instance our leaflets have gained the "plain English" quality mark.

There are uncertainties ahead. In July 2009 the Report of the Special Group on Public Service Numbers and Expenditure Programmes included reference to the Tribunal. The Report essentially recommended the co-location of all employment rights bodies, including the Tribunal, with actual amalgamations in the long term. In the meantime completion of the Tribunal's planned decentralisation will be considered by Government next year in the context of their overall review of decentralisation. Meanwhile, the Tribunal continues to keep its operations under internal review in order to maximise value for money and provide the best service possible within the constraints of its human and financial resources.

The Tribunal could not have operated without the practical support of the Department. I would like to acknowledge the commitment of the Minister and the Department to our role in remedying discrimination and in particular the assistance of the Diversity & Equality Law Division, Human Resources, Financial Shared Services and IT.

Within the Tribunal, both the equality officers and the support staff are facing the stresses of high demand for our service and increasing legal complexity. Equality Officers are the engine of the Tribunal, responsible for all the decisions and mediated agreements. The administrative staff work untiringly at the everyday front line. Their continuing hard work in the face of big pressures is a tribute to their loyalty and commitment to the Tribunal and its customers.

This Annual Report is my eleventh report to the Minister on the activities and resources of the Tribunal. As I am leaving the post of Director, it is also my final

report. Setting up and leading the Tribunal was a unique privilege and I am proud to have been the first Director. I wish the Tribunal continuing success in the future.

Melanie Pine

Director

March 2010

Services of the Tribunal in 2009

Note: All statistical information contained in tables and charts in this chapter is given as grouped cases rather than individual claims. Each case therefore may have more than one complainant. Many cases have also involved a number of issues e.g. equal pay and equal treatment.

Referrals to the Tribunal 2008 and 2009

Referrals	2008	2009	
Employment Equality Acts	831	731	-12%
• Collective Agreements	9	33	+267%
Pensions Acts	2	16	+700%
Equal Status Acts	154	126	-18%
Overall referrals	996	906	-9%

- Collective Agreements up by almost 300%
- Referrals decreased by 9%
- Overall more than 1,100 individuals made complaints to the Tribunal in 2009

Outcomes 2008 and 2009

Outcomes	2008	2009	
Employment Equality Acts	507	576	+14%
• Decisions	73	122	+67%
• Mediated agreements	44	64	+45%
• Otherwise closed	390	390	0%
Pensions Acts	6	5	-17%
• Decisions	3	3	0%
• Mediated agreements	0	0	0%
• Otherwise closed	3	2	-33%
Equal Status Acts	345	259	-25%
• Decisions	123	87	-29%
• Mediated agreements	23	20	-13%

• Otherwise closed	199	152	-24%
Overall outcomes	858	840	-2%

- overall 7% increase in Decisions
- overall 24% increase in Mediation Agreements

Employment Equality

Grounds for referral (EE and Pensions) 2008 and 2009

Breakdown By Ground	2008	2009	
Age	82	41	-50%
Disability	97	117	+21%
Family Status	6	8	+33%
Gender	79	95	+20%
Marital Status	3	2	-33%
Race	359	289	-29%
Religion	2	0	-100%
Sexual Orientation	5	6	+20%
Traveller Community	1	2	+100%
Multiple Grounds *	199	209	+5%
No Grounds Listed	9	11	+22%
Total	842	780	-7%

* Where a claim is made under more than one ground it is not counted in each of the grounds on which the claim is based but only in the "Multiple Grounds" category.

- Race continued to be the most frequently cited ground but dropped by 29%
- 20% increase in the number of disability claims
- 15% increase in the number of gender claims
- a total of 966 individuals referred complaints to the Tribunal in 2009

Outcomes (EE and Pensions) for 2008 and 2009

Employment Equality and Pensions Cases	2008	2009	
Decisions Issued	76	125	+64%
• For Complainant	27	41	
• For Respondent	47	81	
• Preliminary	0	2	
• Split Decision	0	0	
• No Jurisdiction	2	1	

Mediation agreements	44	64	+41%
Other outcomes	393	392	0%
• Inadmissible	5	25	+400%
• Out of time	13	42	+223%
• Dismissal	67	48	-28%
• Withdrawn	265	214	-20%
• Not pursued	19	26	+37%
• Closed at mediation	24	30	+25%
• Otherwise closed	0	7	+700%
Total	517	581	+12%

- Equality Officers found in favour of the complainant in approximately 33% of decisions.
- 64 Employment Equality cases reached agreement by the Mediation Service in 2009, and 30 further cases were closed at Mediation
- 3 Decisions issued in 2009 under the Pensions Acts.

Awards and Directions

- Amounts totalling €617,500 (excluding equal pay and pay arrears etc.) were awarded in compensation where discrimination was found.
- The average award was €12,350 compared to €11,755 in 2008.
- Awards ranged from €500 to €189,000.

In a number of cases Equality Officers used their power to direct action that would help to prevent future discrimination. **An overview of outcomes and redress in all decided cases will be covered in the Tribunal's forthcoming Legal Review 2009.**

Equal Status

Grounds for referral (ES) 2008 and 2009

Breakdown By Ground	2008	2009	
Age	7	8	+14%
Disability	46	32	-30%
Family Status	4	1	-75%
Gender	4	5	+25%
Marital Status	4	1	-75%
Race	18	20	+11%
Religion	1	4	+300%
Sexual Orientation	1	0	-100%
Traveller Community	23	20	-13%
Multiple Grounds*	38	31	-18%
No Grounds Listed	8	4	-50%
Total	154	126	-18%

**Where a claim is made under more than one ground it is not counted in each of the grounds on which the claim is based but only in the "Multiple Grounds" category.*

- 18% decrease in claims
- Disability continued to be the most frequently cited ground
- a total of 170 individuals referred complaints to the Tribunal in 2009

Outcomes (ES) for 2008 and 2009

Equal Status Cases	2008	2009	
Decisions Issued	123	87	-29%
• For Complainant	28	24	
• For Respondent	94	63	
• Preliminary	0	0	
• Split Decision	0	0	
• No Jurisdiction	1	0	
Mediation Agreements	23	20	-13%
Other outcomes	199	152	-24%

• Inadmissible	12	17	+24%
• Out of time	9	20	+122%
• Dismissal	22	47	+114%
• Withdrawn	61	33	-46%
• Not pursued	88	29	-33%
• Otherwise closed	2	0	-200%
• Closed at mediation	5	6	+20%
Total	345	259	-25%

- Equality Officers found in favour of the complainant in approximately 28% of decisions.
- 20 Equal Status cases reached agreement by the Mediation Service in 2009, and 6 further cases were closed at Mediation

Awards and Directions

The maximum award under the Equal Status Acts is €6,348.69.

- Amounts totalling €61,548 were awarded in compensation where discrimination was found.
- The average award was €2,198 compared to €1,664 in 2008.
- Awards ranged from €600 to €10,000 (this award was a cumulative award between 3 complainants).

In a number of cases Equality Officers used their power to direct action that would help to prevent future discrimination. **An overview of outcomes and redress in all decided cases will be covered in the Tribunal's forthcoming Legal Review 2009.**

Mediation Service

Mediation Referrals 2009

- 251 cases were referred to Mediation in 2009.
- 199 cases were assigned to mediators for attention during the year representing an increase of 27% over 2008.

Mediation Outcomes for 2008 and 2009

Mediation Sessions	2008	2009	
Cases Resolved	67	84	+25%
• Employment Equality Acts	44	64	+45%
• Pensions Acts	0	0	0%
• Equal Status Acts	23	20	-13%
Cases not resolved	61	79	+30%
• Employment Equality Acts	47	58	+23%
• Pensions Acts	0	1	+100%
• Equal Status Acts	14	20	+43%
Cases closed	29	36	+24%
• Employment Equality Acts	24	30	+25%
• Pensions Acts	0	0	0%
• Equal Status Acts	5	6	+20%
Total	157	199	+27%

- a total of 163 mediation sessions were held in 2009
- 52% (84) of cases were resolved at the mediation table.
- overall, 67% of cases handled by the Mediation Service did not require subsequent investigation

A detailed analysis of the operations of the Mediation Service can be found in the Tribunal's Mediation Review 2009 which also outlines sample outcomes.

Support Services in 2009

Financial Management

The Equality Tribunal is funded by the Exchequer, through the Department of Justice, Equality and Law Reform (DJELR). Expenditure totalling € 2.71m was incurred by the Tribunal during 2009. This comprised € 2.25m in respect of pay and €0.46m in respect of non-pay. As well as arranging its own tenders the Tribunal also availed of drawdown from DJELR in such areas as training, office supplies and equipment. Expenditure is monitored constantly and is reviewed on a monthly basis by an internal Budget Committee, chaired by the Director.

For details see Appendix 1: Financial Report for 2009.

Customer Service

The Tribunal's Customer Service Charter outlines our commitment to providing a quality customer service, based on the principles of quality customer service for the Public Service and the Civil Service Code of Standards and Behaviour endorsed by the Government. The Tribunal considers that it met the commitments undertaken in the Customer Service Charter. The Tribunal continued to operate its complaints procedures. In 2009 there were 2 complaints to the Tribunal's Customer Services Manager under the formal complaints procedure. These complaints were successfully resolved.

Training and Development

The Equality Tribunal continued its training programme, designed to facilitate pooling the expertise and enhancing the quasi-judicial, analytical and legal skills of Equality Officers. During 2009 internal workshops were held on different aspects of equality law and on related areas of Irish and European Community law.

The Tribunal is very supportive of individuals seeking to gain relevant additional academic qualifications. In addition to pursuing or completing formal qualifications, Tribunal Equality Officers also pursued a continuing programme of in-house training. In-house, commissioned or specialist training was given to staff during 2009 in Quasi-Judicial Training, Mediation Training, Management Skills and Personal Development.

Support staff underwent wide-ranging training to enable them deliver a professional administrative service to internal and external customers. With the range of enquiries that the Tribunal deal with on a daily basis it is essential that support staff have a good general knowledge of the working of the Acts and are aware of the issues and concerns that encompass the equality area as well as having a professional approach to administration, communication and customer service matters. Training for support staff therefore includes an introduction to the legislation, Customer Service Skills, Communication Skills as well as necessary IT Skills, Health and Safety and Awareness Training.

The Corporate Learning Unit of the Department of Justice, Equality and Law Reform continued to provide support to the Tribunal's staff in generic Civil Service training and development identified through the operation of PMDS.

Direct training expenditure alone amounted to €37,000 in 2009 which represents 2% of direct payroll costs. This excludes expenditure by our parent Department and generic civil service training.

Accessibility

In 2009 the Equality Tribunal continued to ensure optimum accessibility in the office premises at Clonmel Street, Dublin 2. The Tribunal's services are free of charge. Parties to a dispute do not need to be legally represented to avail of the services.

The Tribunal provides modern and accessible offices and meeting rooms that fully meet with occupational, health and safety standards. The Tribunal has a range of technology, which improves accessibility and assists in delivering quality service and facilities to our staff and customers, including documents in Braille and audio format, full wheelchair access and sign language and other language interpretation when sought, and hearing rooms which are air-conditioned and equipped with "deaftech" for hearing-impaired clients. For customers outside Dublin, during 2009 Equality Officers and Mediators travelled to hearings in numerous different locations to suit complainants and respondents. Due to budgetary restraints, the Tribunal consolidated its external hearings at a smaller number of locations.

The Tribunal maintains an accessible, informative and updated website at www.equalitytribunal.ie.

Publications

In 2009, The Tribunal was proud to produce a CD-ROM as part of the ten year celebration of equality law involving the Equality Tribunal, the Equality Authority and the Department of Justice, Equality and Law Reform. This CD celebrated 10 years of caselaw and contains the entire body of the Equality Tribunal's caselaw for its first ten years of operation in searchable electronic form.

During 2009 the Tribunal also published the following documents in CD format–

- ✓ Annual Report 2008
- ✓ Legal Review 2008
- ✓ Mediation Review 2008

all of which can be viewed and downloaded from the website.

Copies of information leaflets are available in large print, Braille or audio tape on request and in Irish, French, Russian, Polish and Chinese at reception, by post and on the website.

All publications can be downloaded from the Tribunal's website
www.equalitytribunal.ie.

Communications

As required by the legislation, the Tribunal published all Decisions issued during the year, both in the media and on the website.

The Director, the Legal Advisor and the Heads of Unit made presentations on the functions and case law of the Tribunal to a number of organisations within Ireland and international fora during 2009 on the Tribunal's caselaw and functions.

Consultative Forum

The Consultative Forum comprises representatives from the Tribunal's prime customer groups. Its primary focus is to give interested parties a mechanism whereby their views can make a real contribution to the procedures for examining claims of unlawful discrimination. It provides a forum for discussion and resolution of issues relating to accessibility and customer service. It also provides valuable feedback on the operations of the Tribunal and the effectiveness of our customer service. The quasi-judicial functions of the office are excluded from discussion, due to the statutorily independent role of the Director and the Equality Officers. The Forum met on 2 occasions during 2009 and discussed a wide variety of topics including the workload at the Tribunal, review of procedures and the recommendations of the Report of the Special Group on Public Service Numbers and Expenditure Programmes. The organisations represented at end 2009 on the Consultative Forum are listed in Appendix 3.

Website

The Tribunal's website *www.equalitytribunal.ie* continues to be used as an important resource for both Tribunal staff and customers alike. The website contains information on employment equality, equal status and mediation procedures. Its information leaflets are available in English, Irish, Polish, Russian and French. The decision database contains all decisions of the Tribunal and the search function allows users to identify specific decisions under a variety of search criteria. The website also contains equality legislation. The Tribunal uploads decisions to the website on the third Monday of every month following issue of the decision to the parties.

The average monthly hit rate for the website in 2009 was 120,803.

Customer Survey

In June 2009 the Tribunal carried out a customer survey of people and companies who used its services. This questionnaire was sent to individuals who had referred complaints, those against whom complaints were made and representatives of both sides. A total of 790 questionnaires issued and 259 (33%) were returned completed. The results of this survey indicate a very positive attitude towards the Tribunal with

above average ratings of good to excellent under all headings. The survey found that 95% rated the overall impression of the service provided by the Tribunal as adequate to very good.

A copy of a sample questionnaire and the results of the survey are at Appendix 4.

Output Statement

The Tribunal's Output Statement for 2009 outlined two programmes of action which related to the implementation of the Tribunal's Strategy Statement 2008-2010:

- Revised Procedures devised and implemented.
- Customer Service Survey carried out and results evaluated and followed up.

Both programmes were successfully completed. The Tribunal's revised Procedures are outlined in its Guides to Procedures which are available on www.equalitytribunal.ie. Details of the Customer Survey are above.

Performance Management and Development System (PMDS)

Role profile forms and reviews of performance were completed for all staff as part of PMDS during the year. The system provides clarity of staff roles and responsibilities and the management of performance in a structured way. It also provides a valuable forum for identifying training requirements.

Appendix 1: Financial Report for 2009

	€
Pay:	2.25
Non-pay:	0.46
TOTAL	2.71

The main areas of non-pay expenditure were as follows:

	€
Accommodation	93,000
Communications & Promotion	700
Design & Printing	10,000
Information Technology	9,000
Legal	165,000
Library	27,000
Office Equipment	14,000
Telephone & Postage	85,000
Training	37,000

Expenditure on casework which required hearings to be conducted in locations outside the Equality Tribunal's headquarters gave rise to expenditure of €20,000.

Energy usage and Recycling

In accordance with Government Decision S180/20/10/0269 on Energy Efficiency in Public Sector Buildings, the Equality Tribunal takes steps to reduce energy usage,

including participating in the ESB's Winter Demand Reduction Incentive and recycling arrangements for paper and glass, printer and copier toner cartridges.

Prompt payments

The Equality Tribunal continued to comply with the Prompt Payment of Accounts Act 1997 as amended by the European Communities (Late Payment in Commercial Transactions) Regulations 2002.

Appendix 2: Consultative Forum as at end 2009

Bar Council

Equality Authority

Incorporated Law Society

Irish Business and Employers' Confederation

Irish Congress of Trade Unions

Irish Insurance Federation

Irish Traveller Movement

National Gay and Lesbian Federation

National Women's Council of Ireland

People with Disabilities in Ireland Ltd

Appendix 3: Organisation Chart of the Equality Tribunal

(as at 31 December 2009)

Director			
Melanie Pine			
Investigation Teams			Mediation Service
Deirdre Sweeney Head of Employment Equality	Elaine Cassidy Head of Equal Status	Fiona Lafferty Head of Portlaoise Office	
Stephen Bonnlander Vivian Jackson Orla Jones Orlaith Mannion Conor Stokes Bernadette Treanor Equality Officers	Tara Coogan Marian Duffy Gary O'Doherty Brian O'Byrne Equality Officers	James Kelly Hugh Lonsdale Enda Murphy Valerie Murtagh Equality Officers	Brian O'Byrne * Acting Head of Mediation Marian Duffy * Vivian Jackson* Catherine Jestin* Hugh Lonsdale* Orlaith Mannion* Enda Murphy* Gary O'Doherty * Conor Stokes* Bernadette Treanor* Brenda Ward* * Mediation Officers
Resource Management			
Legal Management	Corporate Resources and Secretariat (Portlaoise Office)	Secretariat (Dublin Office)	
Sile Larkin	Fiona Lafferty	Sile Larkin*	

Legal Advisor	Head of Corporate Resources	Head of Secretariat
		Catherine Jestin Registrar Brenda Ward Secretariat Manager
	Martin Kehoe ICT Manager	Barry Quinn Deputy Registrar/ Secretariat Unit Manager
Ashling Byrne Legal Research Assistant	Frank Bergin Acting Office Manager Mary Daly Executive Officer	Brian Farrell Executive Officer
Deirdre McCormack Legal Unit Support Officer	Noelle Doody Noel Kelly Stephen Laffan Support Officers	Roisin Cahill Damien Byrne Amanda Cullen Susan Fetton Finbarr O'Mahony Support Officers
	John Fitzgerald Joe Pettigrew Services Officers	

* *These staff members have dual roles. Ten people also act as Equality Mediation Officers (mediators) and the Legal advisor also acts as Head of Secretariat.*

Appendix 4: Customer Service Survey 2009



If you wish to give your name, county and/or that of your organisation you may do so. Any information given will be confidential.

Name:

County:

Organisation:

Please tick ✓ a quality rating for each area of service which you experienced. If, for example you have not telephoned the Tribunal then leave that section blank.

	Very Good	Good	Adequate	Poor	Very Poor
1. When telephoning the Tribunal how would you rate					
<input type="checkbox"/> The speed of reply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> The information given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> The politeness shown to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. When writing to the Tribunal how would you rate					
<input type="checkbox"/> The speed of reply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> The information given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> The politeness shown to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Did you find the procedures and forms used					
<input type="checkbox"/> Easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Easy to read and fill out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. At the hearing did the Equality Officer					
<input type="checkbox"/> Cover all the details of the case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Show fairness to both sides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Create a calm atmosphere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Was the written decision					
<input type="checkbox"/> Clear in explaining the case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Issued within a reasonable time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Easy to read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Was the Hearing room					
<i>At the Tribunal Offices in Dublin</i>					
<input type="checkbox"/> Suitable for you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Easy to get to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Other Locations</i>					
<input type="checkbox"/> Suitable for you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Easy to get to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Your overall impression					
<input type="checkbox"/> Did you think the Service provided by the Tribunal was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. It would help the Tribunal to know whether you					
<input type="checkbox"/> Made a claim yourself	<input type="checkbox"/>				
<input type="checkbox"/> Had a claim made against you	<input type="checkbox"/>				
<input type="checkbox"/> Are a legal representative who has represented either side	<input type="checkbox"/>				
<input type="checkbox"/> Otherwise represented a claimant	<input type="checkbox"/>				
<input type="checkbox"/> Otherwise represented a respondent	<input type="checkbox"/>				
<input type="checkbox"/> Other - please specify _____					
9. Any comments you would like to make					

If you wish to give more information you are welcome to write on the space provided on the reverse of this page.

Thank you for your co-operation

Results of Employment Equality Survey 2009

Overall satisfaction rating

81.74% of survey respondents considered that the overall satisfaction of the service provided by the Equality Tribunal in employment equality cases was very good or good.

Overall impression

74.7% of survey respondents considered that the overall impression of the service provided by the Equality Tribunal in employment equality cases was very good or good.

Satisfaction with physical environment

Suitability of hearing rooms in Dublin	98.72% rated this as very good/good
Ease of getting to location in Dublin	85.91% rated this as very good/good
Suitability of other locations	70.58% rated this as very good/good
Ease of getting to other locations	70.59% rated this as very good/good

Written decision

Clarity of decision	83.15% rated this as very good/good
Timely	61.36% rated this as very good/good
Easy to read	84.27% rated this as very good/good

Equality Officer

Details of case covered	84.61% rated this as very good/good
Fairness to both sides	79.93% rated this as very good/good
Calm atmosphere	87.69% rated this as very good/good

Procedures and Forms

Easy to understand	82.61% rated this as very good/good
Easy to read and fill out	81.11% rated this as very good/good

Writing to the Tribunal

Speed of reply	76.92% rated this as very good/good
Information provided	84.27% rated this as very good/good
Politeness	90.91% rated this as very good/good

Phone service

Speed of reply	80.46% rated this as very good/good
Information provided	83.72% rated this as very good/good
Politeness	91.95% rated this as very good/good

Results of Equal Status Survey 2009

Overall satisfaction rating

79.44% of survey respondents considered that the overall satisfaction of the service provided by the Equality Tribunal in equal status cases was very good or good.

Overall impression

69.12% of survey respondents considered that the overall impression of the service provided by the Equality Tribunal in equal status cases was very good or good.

Satisfaction with physical environment

Suitability of hearing rooms in Dublin	86.84% rated this as very good/good
Ease of getting to location in Dublin	86.84% rated this as very good/good
Suitability of other locations	77.28% rated this as very good/good
Ease of getting to other locations	82.61% rated this as very good/good

Written decision

Clarity of decision	75% rated this as very good/good
Timely	68.66% rated this as very good/good
Easy to read	83.82% rated this as very good/good

Equality Officer

Details of case covered	81.25% rated this as very good/good
Fairness to both sides	75.38% rated this as very good/good
Calm atmosphere	86.76% rated this as very good/good

Procedures and Forms

Easy to understand	76.81% rated this as very good/good
Easy to read and fill out	80.88% rated this as very good/good

Writing to the Tribunal

Speed of reply	68.66% rated this as very good/good
Information provided	77.27% rated this as very good/good
Politeness	86.37% rated this as very good/good

Phone service

Speed of reply	81.53% rated this as very good/good
Information provided	79.37% rated this as very good/good
Politeness	92.31% rated this as very good/good

Results of Mediation Survey 2009

Overall satisfaction rating

90.84% of survey respondents considered that the overall satisfaction of the mediation service provided by the Equality Tribunal was very good or good.

Overall impression

89.65% of survey respondents considered that the overall impression of the mediation service provided by the Equality Tribunal was very good or good.

Satisfaction with physical environment

Suitability of mediation rooms in Dublin	90.9% rated this as very good/good
Ease of getting to location in Dublin	87.34% rated this as very good/good
Suitability of other locations	84.44% rated this as very good/good
Ease of getting to other locations	84.45% rated this as very good/good

Draft settlement

Clarity- reflecting what was agreed	92.31% rated this as very good/good
Timely	87.97% rated this as very good/good

Mediation Officer

Fairness to both sides	92.94% rated this as very good/good
Allowing an open discussion	91.76 % rated this as very good/good
Calm atmosphere	92.94% rated this as very good/good

Guidelines

Easy to understand	96.67% rated this as very good/good
Explains mediation clearly	95.12 % rated this as very good/good

Writing to the Tribunal

Speed of reply	81.17% rated this as very good/good
Information provided	88.6% rated this as very good/good
Politeness	94.94% rated this as very good/good

Phone service

Speed of reply	88.1% rated this as very good/good
Information provided	93.75% rated this as very good/good
Politeness	95.12% rated this as very good/good

An Binse Comhionannais

Tuarascáil Bhliantúil 2009

**Arna tíolacadh chuig an Aire Dlí, Comhionannais
agus Athchóirithe Dlí, an tUasal Dermot Ahern, T.D.,
faoi réir alt 75(8) de na hAchtanna um
Chomhionannas Fostaíochta 1998 go 2008.**

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Ár Misean

Cur le sochaí níos cothroime trí fhóram cothrom, inrochtaine agus neamhchlaonta a chur ar fáil chun idirdhealú neamhdhleathach a leigheas.

Ár Sainordú

Cuirtear creat reachtúil ar fáil leis an Acht um Chomhionannas Fostaíochta 1998, lenar bunaíodh an Binse Comhionannais, trína ndéanfaimid idirghabháil ar éilimh maidir le hidirdhealú neamhdhleathach agus/nó trína ndéanaimid iad a imscrúdú de réir fhorálacha an Achta. Is iomaí athrú reachtaíochta éagsúil atá tarlaithe ó bunaíodh an Binse agus tá freagracht uathúil orainn anois i ndáil le hidirghabháil a dhéanamh faoi ghearáin maidir le hidirdhealú neamhdhleathach agus iad a imscrúdú faoin reachtaíocht seo a leanas:

- Na hAchtanna um Chomhionannas Fostaíochta 1998 - 2008
- Na Achtanna um Stádas Comhionann 2000 - 2008
- Achtanna na bPinsean 1990 - 2008.

Ár Luachanna

Tá an Binse ag iarraidh sraith de chroíluachanna a léiriú ó bunaíodh é a thacaíonn lena Ráiteas Misin a chur i bhfeidhm agus atá mar bhonn taca ag an tslí inar mhaith leis an mBinse go bhfeicfí a sheirbhísí ag oibriú. Leanaimid ar aghaidh agus sinn á dtreorú ag na bunphrionsabail seirbhíse a leagadh amach inár gcéad dhá Ráiteas. Áirítear orthu sin:

Maidir le Seirbhís

Gairmiúlacht
Neamhchlaontacht
Inrochtaineacht
Tráthúlacht

Maidir leis an bhFoireann

An oiliúint agus forbairt is fearr agus is féidir
Obair i gcomhar le chéile

Maidir leis an Rialtas

Cost-Éifeachtacht agus luach ar airgead
Díospóidí maidir le hidirdhealú a réiteach go neamhchlaonta

RÉAMHRÁ LE MELANIE PINE, STIÚRTHÓIR

Tá ról soiléir agus ról ríthábhachtach ag an mBinse Comhionannais ó thaobh obair na hÉireann agus muid ag tabhairt faoi idirdhealú. Is é ár sainordú cinneadh a thógáil, nó idirghabháil a dhéanamh, i leith éileamh faoi idirdhealú neamhdhleathach. Bíonn cinntí an Bhinse mar aon le comhaontuithe idirghabhála ceangailteach faoin dlí. Thug suirbhé custaiméirí na bliana seo tacaíocht as cuimse dár seirbhís idirghabhála. Is léir go ndéanann idirghabháil difríocht do shaol an dá pháirtí i ndíospóid maidir le hidirdhealú. Ba mhór ag na páirtithe freisin na cinntí a rinneamar as iad a bheith soiléir agus réasúnaithe agus go dtabharfaidís clabhsúr chuig díospóid.

Agus deich mbliana caite ó bunaíodh an Binse sa bhliain 2009 is spéisiúil an ní é comparáid a dhéanamh leis an gcéad bhliain a thosaigh an Binse ag oibriú.

- ❖ Ní raibh ach thart ar 100 éileamh ann in 2000 agus bhain beagnach gach ceann acu le hinscne agus obair. Bhí beagnach 1,000 éileamh againn i 2009 agus bhain siad sin le gach gné den saol. Tagann na héilimh seo ar bhonn gach ceann de na naoi bhforas.
- ❖ Chruthaíomar cáil sheasmhach le himeacht na mblianta ó thaobh neamhchlaontachta agus gairmiúlachta. Bíonn ár gcuid cinntí soiléir agus comhleanúnach agus baineann tábhacht leo – d'fhéadfaidís an tslí a ndéanfar rudaí amach anseo a athrú.
- ❖ Ní rabhamar ach ag tús fhorbairt na seirbhíse idirghabhála i 2000. Tá an tseirbhís seanbhunaithe anois. Téann 25% dár gcuid cásanna chuig an tseirbhís idirghabhála agus tagtar ar chomhréiteach i gcás an tromlaigh acu.
- ❖ D'athraigh athruithe inár ndlínse an chothromaíocht idir comhionannas fostaíochta agus stádas comhionann. Ní rabhmar ag déileáil le héilimh faoi idirdhealú in áitribh cheadúnaithe ó 2003 ach ghlacamar freagracht mar dhlínse céad éilimh i gcásanna dhífhostú ó idirdhealú ón gCúirt Oibreachais sa bhliain 2004. Ghlacamar dlínse níos mó i réimse na bpinsean. Chuir sé seo lenár gcás-ualach atá ag éirí níos casta sa timpeallacht eacnamaíochta atá ann faoi láthair.

❖ Ar leibhéal riaracháin:

- Tá ár láithreán gréasáin, a seoladh i 2000, ina uirlis thábhachtach anois le haghaidh dlí an comhionannais go náisiúnta agus go hidirnáisiúnta, mar bhunachar sonraí nuálach agus cinntí ar-líne le fáil. Faighimid thart ar 100,000 buille in aghaidh na míosa ó cheann ceann an domhain. Chuireamar an bunachar sonraí, mar aon leis na hathbhreithnithe dlíthiúla gaolmhara ar fáil ar CD-ROM i 2009.
- Chomhoibríomar le clár dílártaíthe an Rialtais agus tá foireann de dheichniúr ag oibriú ag gach leibhéal as Port Laoise anois.
- Chuireamar an oiread agus a d'fhéadamar le roinnt seirbhísí lenár máthairRoinn, ach go háirithe seirbhísí airgeadais, acmhainní daonna agus seirbhísí na teicneolaíochta faisnéise.
- Is croíphrionsabal go fisiciúil agus go hintleactúil an inrochtaineacht; mar shampla tá marc cáilíochta “*Plain English*” bainte amach ag bileoga uainn.

Níltear cinnte faoin méid atá romhainn. I dTuarascáil an Ghrúpa Speisialta ar Uimhreacha Seirbhíse Poiblí agus Clár Chaiteachais tá tagairt don Bhinse. Go bunúsach mhol an Tuarascáil go ndéanfaí na comhlachtaí cearta fostaíochta go léir a chomhlonnú lena n-áirítear an Binse, agus go ndéanfaí comhnascadh san fhadthréimse. Idir an dá linn déanfar an dílárú atá pleanáilte ag an mBinse a chur i gcríoch a mheas ag an Rialtas an bhliain seo chugainn i gcomhthéacs an athbhreithnithe iomláin maidir le dílárú. Leanann an Binse ar aghaidh lena n-oibríochtaí faoi athbhreithniú inmheánach chun cur le luach ar airgead agus chun an tseirbhís is fearr agus is féidir a sholáthar laistigh de shrianta acmhainní daonna agus airgeadais faoi láthair.

Ní fhéadfadh an Binse feidhmiú gan tacaíocht phraiticiúil na Roinne. Ba mhaith liom tiomantas an Aire agus na Roinne a aithint inár ról agus muid ag iarraidh idirdhealú a leigheas agus ach go háirithe cúnaimh an Rannáin Éagsúlachta & Comhionannais Dlí, Acmhainní Daonna, na Seirbhíse Roinnte Airgeadais agus na Teicneolaíochta Faisnéise.

Sa Bhinse féin tugann na hoifigigh comhionannais agus an fhoireann tacaíochta araon aghaidh ar an strus a bhaineann le héileamh ard ar ár gcuid seirbhísí agus ar

chastacht dlíthiúil atá ag éirí níos fairsinge. Is iad na hOifigigh Chomhionannais cumhacht an innill laistiar den Bhinse, agus is iad atá freagrach as gach cinneadh agus comhaontú idirghabhála. Oibríonn an fhoireann riaracháin go dúthrachtach ag an líne tosaigh lá i ndiaidh lae. Is léiriú ar a ndílseacht agus ar a dtiomantas don Bhinse agus dá gcustaiméirí a n-obair chrua leanúnach ainneoin brúnna móra.

Is í an Tuarascáil Bhliantúil seo an t-aonú ceann déag tíolactha don Aire i ndáil le gníomhaíochtaí agus acmhainní an Bhinse. Is í mo thuarascáil dheireanach freisin í mar go bhfuil mé ag imeacht as post an Stiúrthóra. Ba mhór an phribhléid dom an Binse a bhunú agus a stiúradh agus táim mórtasach gur mé a bhí mar an chéad Stiúrthóir. Guím rath go seasta ar an mBinse sna blianta amach romhainn.

Melanie Pine

Stiúrthóir

Aibreán 2010

Seirbhísí an Bhinse i 2009

Tabhair ar aird: Tá an t-eolas staitisticíúil go léir atá sna táblaí agus i gcairteanna sa chaibidil seo tugtha mar chásanna grúpáilte seachas mar éilimh aonair. Dá bhrí sin d'fhéadfadh níos mó ná gearánaí amháin a bheith i gceist le gach cás. mar shampla, comhionannas pá agus cóir chomhionann.

Cásanna a tarchuireadh chuig an mBinse i 2008 agus 2009

Cásanna Tarchuireadh	2008	2009	
Na hAchtanna um Chomhionannais Fostaíochta	831	731	-12%
• Comhaontuithe Comhchoiteanna	9	33	+267%
Achtanna na bPinsean	2	16	+700%
Achtanna um Stádas Comhionann	154	126	-18%
Líon foriomlán na gcásanna a tarchuireadh	996	906	-9%

- Comhaontuithe Comhchoiteann ardaithe beagnach 300%
- Cásanna tarchurtha laghdaithe faoi 9%
- Rinne níos mó ná 1,100 daoine aonair i gcoitinne gearáin leis an mBinse sa bhliain 2009

Torthaí i 2008 agus 2009

Torthaí	2008	2009	
Na hAchtanna um Chomhionannais Fostaíochta	507	576	+14%
• Cinntí	73	122	+67%
• Comhaontuithe Idirghafa	44	64	+45%
• Tugtha chun críche ar shlí eile	390	390	0%
Achtanna na bPinsean	6	5	-17%
• Cinntí	3	3	0%
• Comhaontuithe Idirghafa	0	0	0%
• Tugtha chun críche ar shlí eile	3	2	-33%
Achtanna um Stádas Comhionann	345	259	-25%
• Cinntí	123	87	-29%

• Comhaontuithe Idirghafa	23	20	-13%
• Tugtha chun críche ar shlí eile	199	152	-24%
Torthaí foriomlána	858	840	-2%

- Ardú foriomlán 7% i gcinntí
- Ardú foriomlán 24% i gComhaontuithe Idirghabhála

Comhionannas Fostaíochta

Forais ar tarchuireadh cásanna (Comhionannas Fostaíochta agus Pinsin) i 2008 agus 2009

Miondealú de réir Forais	2008	2009	
Aois	82	41	-50%
Míchumas	97	117	+21%
Stádas Teaghlaigh	6	8	+33%
Inscne	79	95	+20%
Stádas Pósta	3	2	-33%
Cine	359	289	-29%
Creideamh	2	0	-100%
Gnéaschlaonadh	5	6	+20%
A bheith ar dhuine den Lucht Siúil	1	2	+100%
Ilfhorais*	199	209	+5%
Níor Liostaíodh Aon Fhorais	9	11	+22%
Iomlán	842	780	-7%

* I gcás go ndéantar éileamh ar níos mó ná foras amháin ní chuirtear san áireamh é i ngach ceann de na forais ar a bhfuil an t-éileamh bunaithe ach sa chatagóir "Ilfhorais" amháin.

- Ba é cine an foras is minice a luadh go fóill ach tharla titim 29%
- Tharla ardú 20% i líon na gcásanna míchumais
- Tharla ardú 15% i líon na gcásanna inscne
- Ba 966 gearán ar fad ó dhaoine aonair a tarchuireadh chuig an mBinse i 2009

Torthaí (Comhionannas Fostaíochta agus Pinsin) do 2008 agus 2009

Cásanna Comhionannais Fostaíochta agus Cásanna Pinsean	2008	2009	
Na Cinntí a Eisíodh	76	125	+64%
• I bhfabhar an Ghearánaí	27	41	
• I bhfabhar an Fhreagróra	47	81	
• Réamhchinntí	0	2	

• Breith Mhóraitmh	0	0	
• Gan Dlíinse	2	1	
Comhaontuithe Idirghabhála	44	64	+41%
Torthaí Eile	393	392	0%
• Neamhinghlactha	5	25	+400%
• Lasmuigh den tréimhse ama atá ceadaithe	13	42	+223%
• Dife	67	48	-28%
• Tarraingthe Siar	265	214	-20%
• Níor leanadh leis	19	26	+37%
• Tugtha chun críche in idirghabháil	24	30	+25%
• Tugtha chun críche ar shlí eile	0	7	+700%
Iomlán	517	581	+12%

- Chinn Oifigigh Chomhionannais i bhfabhar an ghearánaí i dtuairim 33% de chinntí.
- Tháinig 64 cás Comhionannais Fostaíochta ar chomhaontú tríd an tSeirbhís Idirghabhála i 2009, agus tugadh 30 cás eile chun críche in Idirghabháil.
- Eisíodh 3 cinneadh i 2009 faoi Achtanna na bPinsean.

Deonuithe agus Treoracha

- Deonaíodh €617,500 ina iomlán (gan pá comhionann agus riaráistí pá srl. san áireamh) mar chúiteamh ar chinneadh ar tharla idirdhealú.
- B'ionann an méid a deonaíodh agus €12,350 i gcomparáid le €11,755 in 2008.
- Ba é sa réimse €500 go €189,000 a bhí na méideanna a deonaíodh.

I roinnt cásanna d'úsáid na hOifigigh Chomhionannais a gcuid cumhachtaí chun gníomh a threorú a chuideodh le hidirdhealú amach anseo a chosc. Is féidir forbhreathnú na dtorthaí agus an sásamh i ngach cás cinntithe a fháil in Athbhreithniú Dlí an Bhinse 2009 a foilsíodh le gairid.

Stádas Comhionann

Forais ar tarchuireadh cásanna (Stádas Comhionann) 2008 and 2009

Miondealú de réir Forais	2008	2009	
Aois	7	8	+14%
Míchumas	46	32	-30%
Stádas Teaghlaigh	4	1	-75%
Inscne	4	5	+25%
Stádas Pósta	4	1	-75%
Cine	18	20	+11%
Creideamh	1	4	+300%
Gnéaschlaonadh	1	0	-100%
A bheith ar dhuine den Lucht Siúil	23	20	-13%
Ilfhorais*	38	31	-18%
Níor liostaíodh Aon Fhorais	8	4	-50%
Iomlán	154	126	-18%

* I gcás go ndéantar éileamh ar níos mó ná foras amháin ní chuirtear san áireamh é i ngach ceann de na forais ar a bhfuil an t-éileamh bunaithe ach sa chatagóir "Ilfhorais" amháin.

- Tháinig laghdú 18% ar éilimh
- Ba é Míchumas an foras is minice a luadh
- Ba 170 duine aonair ar fad a chuir ar aghaidh gearáin chuig an mBinse i 2009.

Torthaí (Stádas Comhionannas) do 2008 agus 2009

Cásanna um Stádas Comhionannas	2008	2009	
Na Cinntí a Eisíodh	123	87	-29%
• I bhfabhar an ghearánaí	28	24	
• I bhfabhar an fhreagróra	94	63	
• Réamhchinntí	0	0	
• Breith Mhóraithe	0	0	

• Gan dlínse	1	0	
Comhaontuithe Idirghabhála	23	20	-13%
Torthaí Eile	199	152	-24%
• Neamh-inghlactha	12	17	+24%
• As am	9	20	+122%
• Dife	22	47	+114%
• Tarraingthe Siar	61	33	-46%
• Níor leanadh leo	88	29	-33%
• Tugtha chun críche ar shlí eile	2	0	-200%
• Tugtha chun críche in idirghabháil	5	6	+20%
Iomlán	345	259	-25%

- Chinn Oifigigh Chomhionannais i bhfabhar an ghearánaí i dtuairim is 28% de chinntí.
- Thángthas ar chomhaontú le 20 cás um stádas comhionann ag an tSeirbhís Idirghabhála i 2009, agus tugadh 6 cás breise chun críche in idirghabháil.

Deonuithe agus Treoracha

Is é €6,348.69 an méid is mó is féidir a deonú faoi na hAchtanna um Stádas Comhionann.

- Deonaíodh méideanna arb é €61,548 a n-iomlán mar chúiteamh i gcásanna ar cinneadh gur tharla idirdhealú.
- Ba é €2,198 an méid a deonaíodh ar an meán i gcomparáid le €1,664 i 2008.
- Réimsigh na deonuithe ó €600 go dtí €10,000 (Ba dheonú carnach é seo idir triúir gearánaí).

I roinnt cásanna d'úsáid na hOifigigh Comhionannais a gcuid cumhachtaí chun gníomh a threorú a chuideodh le hidirdhealú amach anseo a chosc. **Is féidir forbheathnú na dtorthaí agus an sásamh i ngach cás cinntithe a fháil in Athbhreithniú Dlí an Bhinse 2009 a dhéanfar go gairid.**

An tSeirbhís Idirghabhála

Tarchuir Idirghabhála 2009

- Tarchuireadh 251 cás chuig idirghabháil i 2009.
- Sannadh 199 cás chuig idirghabhálaithe i rith na bliana agus b'ionann sin agus ardú 27% ó 2008

Torthaí Idirghabhálaithe le haghaidh 2008 agus 2009

Seisiún Idirghabhála	2008	2009	
Cásanna a réitíodh	67	84	+25%
• Na hAchtanna um Chomhionannas Fostaíochta	44	64	+45%
• Achtanna na bPinsean	0	0	0%
• Na Achtanna um Stádas Comhionann	23	20	-13%
Cásanna nár réitíodh	61	79	+30%
• Na hAchtanna um Chomhionannas Fostaíochta	47	58	+23%
• Achtanna na bPinsean	0	1	+100%
• Na Achtanna um Stádas Comhionann	14	20	+43%
Cásanna atá tagtha chun críche	29	36	+24%
• Na hAchtanna um Chomhionannas Fostaíochta	24	30	+25%
• Achtanna na bPinsean	0	0	0%
• Na Achtanna um Stádas Comhionann	5	6	+20%
Iomlán	157	199	+27%

- Reachtladh 163 seisiún idirghabhála ina iomlán i 2009
- Socraíodh 52% (84) de na cásanna ag an mbord idirghabhála.
- Ní raibh imscrúdú ina dhiaidh sin ag teastáil ó 67% na gcásanna láimhseáilte ag an Seirbhís Idirghabhála san iomlán.

Tá anailís mhionshonraithe ar oibríochtaí na Seirbhíse Idirghabhála ar fáil in Athbhreithniú Idirghabhála an Bhinse 2009, ina léirítear torthaí samplacha chomh maith.

Seirbhísí Tacaíochta i 2009

Bainistíocht Airgeadais

Tá an Binse Comhionannais maoinithe ag an Státchiste, tríd an Roinn Dlí, Comhionannais agus Athchóirithe Dlí (DJELR). Tabhaíodh caiteachas arb €2.71m ina iomlán é ag an mBinse i rith 2009. Bhí sé seo comhdhéanta de € 2.25m i leith pá agus €0.46m le cúrsaí seachas pá. Chomh maith lena thairiscintí féin a shocrú bhain an Binse leas as maoiniú a tharraingt anuas ón Roinn Dlí, Comhionannais agus Athchóirithe Dlí (DJELR) in réimsí mar oiliúint, soláthairtí agus trealamh oifige. Déantar monatóireacht ar chaiteachas go leanúnach agus athbhreithniú gach mí ag Coiste Buiséid inmheánach, faoi chathaoirleacht an Stiúrthóra.

Féach ar Aguisín 1 le haghaidh sonraí: Tuarascáil Airgeadais don bhliain 2009.

Seirbhís do Chustaiméirí

Leagann Cairt Seirbhíse do Chustaiméirí an Bhinse amach ár dtiomantas maidir le seirbhís ard-chaighdeán do chustaiméirí a sholáthar, bunaithe ar phrionsabail seirbhíse ardchaighdeán do chustaiméirí agus don tSeirbhís Poiblí agus ar Chód Caighdeán agus Iompair na Státseirbhíse arna formhuiniú ag an Rialtas. Measann an Binse gur chomhlánaigh sé na tiomantais a tugadh sa Chairt Seirbhísí do Chustaiméirí. Lean an Binse ar aghaidh lena nósanna imeachta gearán a fheidhmiú. Fuair an Bainisteoir Seirbhísí do Chustaiméirí an Bhinse 2 gearán i 2009 faoin nós imeachta gearán foirmiúil. Réitíodh go sásúil na gearáin sin.

Oiliúint agus Forbairt

Lean an Binse Comhionannais ar aghaidh lena chlár oiliúna, atá leagtha amach chun roinnt saineolais a éascú agus chun feabhas a chur le scileanna dlíthiúla, anailíseacha agus gar-bhreithiúnacha na nOifigeach Comhionannais. I rith 2009 tionóladh ceardlanna inmheánacha ar ghnéithe éagsúla den dlí comhionannais agus ar réimsí gaolmhara a bhaineann le dlí na hÉireann agus le dlí an Chomhphobail Eorpaigh.

Tacaíonn an Binse le daoine aonair ar mian leo cáilíochtaí acadúla breise a bhaint amach. I dteannta a bheith ag gabháil do cháilíochtaí foirmiúla nó iad a bhaint amach, ghabh Oifig Chomhionannais an Bhinse do chlár leanúnach oiliúna in-tí chomh maith. Cuireadh oiliúint in-tí, choimisiúnaithe nó speisialta ar an bhfoireann le linn 2009 in Oiliúint Ghar-Bhreithiúnach, in Oiliúint Idirghabhála, i Scileanna Bainistithe agus i bhForbairt Phearsanta.

Chuaigh an fhoireann tacaíochta faoi oiliúint fad-réimseach lena chur ar a gcumas seirbhís riaracháin ghairmiúil a sheachadadh do chustaiméirí inmheánacha agus seachtracha. Maidir leis an réimse fiosrúcháin a ndéileálann an Binse leis gach lá tá sé riachtanach go mbíonn eolas ginearálta maith ag an bhfoireann tacaíochta ar oibriú na nAchtanna agus go mbíonn siad feasach faoi na saincheistanna agus na hábhair inní a chumhdaíonn an réimse comhionannais, chomh maith le cur chuige gairmiúil a bheith acu ar riarachán, cumarsáid, agus cúrsaí seirbhíse custaiméirí. Mar sin tá réamhchúrsa ar an reachtaíocht, Scileanna Seirbhíse do Chustaiméirí, Scileanna Cumarsáide chomh maith leis na Scileanna TF riachtanacha agus Oiliúint i Sláinte, Sábháilteacht agus Feasacht san áireamh san oiliúint don fhoireann tacaíochta.

€37,000 ar an iomlán a caitheadh ar an oiliúint dhíreach léi féin i 2009, méid is ionann agus 2% de chostais phárolla dhíreach. Níl caiteachas ár máthairRoinne nó oiliúint chineálach Státseirbhíse san áireamh ansin.

Inrochtaineacht

Lean an Binse Comhionannais ar aghaidh ag cinntiú na hinrochtaineachta is fearr a bheith ar fáil in áitreabh na hoifige ag Sráid Chluain Meala, Baile Átha Cliath 2. Tá seirbhísí an Bhinse saor in aisce. Ní gá go mbeadh uiríoll dlí ag páirtithe i ndíospóid chun leas a bhaint as na seirbhísí

Cuireann an Binse oifigí nua-aimseartha a bhfuil rochtain éasca orthu agus seomraí cruinnithe a chomhlíonann caighdeáin ghairme sláinte agus sábháilteachta ar fáil. Tá raon teicneolaíochta ag an mBinse a chuireann le hinrochtaineacht agus a chabhraíonn le seirbhís agus saoráidí ardcháilíochta a chur ar fáil dár bhfoireann agus dár gcustaiméirí, lena n-áirítear cáipéisí i mBraille agus i bhformáid fuaimne, rochtain iomlán ar chathaoireacha rothaí agus teanga na mbodhar agus ateangaireacht i dteangacha eile nuair a lorgáítear iad, agus seomraí éisteachta ina bhfuil aerchóiriúchán agus trealamh “deaftech” do chliaint nach bhfuil éisteacht ró-mhaith acu. Thaisteal Oifigigh Chomhionannais agus Idirghabhálaithe chuig éisteachtaí ar mhaithe le custaiméirí lasmuigh de Bhaile Átha Cliath i roinnt mhaith áiteanna chun freastal ar ghearánaithe agus ar fhreagróirí. De bharr srianta buiséid, chomhdhlúthaigh an Binse na héisteachtaí seachtracha in níos lú áiteanna.

Cothabhálann an Binse láithreán gréasáin nuashonraithe, faisnéiseach, inrochtaine ag www.equalitytribunal.ie.

Foilseacháin

Bhí bród ar an mBinse i 2009 CD-ROM a tháirgeadh mar chuid de cheiliúrthaí deich mbliana an dlí comhionannais ag a raibh an Binse Comhionannais, an tÚdarás Comhionannais, agus an Roinn Dlí, Comhionannais agus Athchóirithe Dlí páirteach. Ceiliúradh ar an CD seo 10 mbliana de chásdlí agus tá cásdlí an Bhinse Comhionannais ina iomlán dá chéad deich mbliana i bhformáid leictreonach inchuadaithe air.

D’fhoilsigh an Binse na doiciméid seo a leanas i bhformáid CD i rith 2009 chomh maith

-

- ✓ An Tuarascáil Bhliantúil 2008
- ✓ Athbhreithniú Dlí 2008

✓ Athbhreithniú Idirghabhála 2008

Is féidir iad go léir a fheiceáil agus a íoslódáil ón láithreán gréasáin.

Tá cóipeanna de bhileoga eolais ar fáil i gcló mór, i bhformáid Braille, nó téipe fuaime ach iad a iarraidh agus tá siad ar fáil i nGaeilge, Fraincis, Rúisis, Polainnis, agus Sínis ag an Ionad Fáiltithe, tríd an bpost nó ar an láithreán gréasáin.

Is féidir gach foilseachán a íoslódáil ó láithreán gréasáin an Bhinse

www.equalitytribunal.ie.

Cumarsáid

D'fhoilsigh an Binse gach Cinneadh a eisíodh i rith na bliana, sna meáin agus ar an láithreán gréasáin araon, mar a éilíonn an reachtaíocht.

Rinne an Stiúrthóir, an Comhairleoir Dlíthiúil agus Cinn an Aonaid cur i láthair ar fheidhmeanna agus ar chásdlí an Bhinse do roinnt eagraíochtaí laistigh d'Éirinn agus d'fhóraim idirnáisiúnta i rith 2009 maidir le cásdlí agus le feidhmeanna an Bhinse.

Fóram Comhairleach

Tá an Fóram Comhairleach comhdhéanta d'ionadaithe ó phríomhghrúpaí custaiméirí an Bhinse. Is é an príomhfhócas atá aige ná meicníocht a thabhairt do pháirtithe leasmhara inár féidir lena dtuairimí cur go réalaíoch leis na nósanna imeachta chun scrúdú a dhéanamh ar éilimh maidir le hidirdhealú neamhdhleathach. Soláthraítear fóram chun saincheisteanna maidir le inrochtaineacht agus seirbhís do chustaiméirí a phlé agus réiteach. Tugann sé aiseolas luachmhar freisin ar oibríochtaí an Bhinse agus ar éifeachteacht ár gcuid seirbhísí do chustaiméirí. Coimeádtar feidhmeanna garbhreithiúnacha na hoifige amach as an bplé de bharr ról an Stiúrthóra agus na nOifigigh Chomhionannais a bheith neamhspléach go reachtúil. Chas an Fóram le chéile ar dhá ócáid i rith 2009 agus phléigh siad raon leathan ábhar lenar áiríodh an t-ualach oibre atá ar an mBinse, athbhreithniú ar nósanna imeachta, agus moltaí Thuarascáil an Ghrúpa Speisialta ar Uimhreacha agus ar Chaiteachas Seirbhíse Poiblí. Tá liosta de na heagraíochtaí a ndearnadh ionadaíocht orthu ag deireadh 2009 tugtha in Aguisín 3.

An Láithreán Gréasáin

Táthar ag úsáid láithreán gréasáin an Bhinse www.equalitytribunal.ie go leanúnach mar acmhainn thábhachtach d'fhoireann an Bhinse mar aon le custaiméirí. Tá eolas maidir le comhionannas fostaíochta, stádas comhionann agus nósanna imeachta idirghabhála ar fáil ar an láithreán gréasáin. Tá bileoga eolais ar fáil i mBéarla, i nGaeilge, i bPolainnis, i Rúisis agus i bhFraincis. Tá cinntí uile an Bhinse sa bhunachar sonraí agus is féidir le húsáideoirí cinntí sonracha a aithint faoi raon criteár cuardaigh leis an bhfeidhm chuardaigh. Tá reachtaíocht comhionannais le fáil ar an láithreán gréasáin freisin. Déanann an Binse cinntí a uaslódáil ar an tríú Luan de gach mí tar éis an chinneadh a bheith eisithe chuig na páirtithe.

Tugadh cuairt 120,803 uair ar an meán ar an láithreán gréasáin in aghaidh na míosa i 2009.

Suirbhé Custaiméirí

Rinne an Binse suirbhé i Meitheamh 2009 ar chustaiméirí agus ar chuideachtaí a d'úsáid a chuid seirbhísí. Seoladh an ceistiúchán seo chuig daoine aonair a chuir gearáin ar aghaidh, chucu siúd a raibh gearán déanta fúthu, agus chuig ionadaithe ón dá thaobh. Eisíodh

790 ceistneoir ina iomlán agus tugadh 259 (33%) ar ais comhlíonta. Léiríonn torthaí an tsuirbhé seo go bhfuil dearcadh dearfach i leith an Bhinse ina raibh torthaí thar an meán faoi gach ceannteideal ag maith nó sár-mhaith. Thug an suirbhé faoi deara, ón 95% díobh siúd a thug ráta, go raibh tríd is tríd an tseirbhís a chuir an Binse ar fáil sásúil nó an-mhaith.

Tá cóip de cheistiúchán samplach agus torthaí an tsuirbhé le fáil in Aguisín 4.

Ráiteas Aischiúir

Thug Ráiteas Aischiúir an Bhinse don bhliain 2009 dhá chlár gníomhaíochta a bhain le feidhmiú Ráitis Straitéisigh An Bhinse 2008-2010:

- Nósanna imeachta a athbhreithniú agus a chur i bhfeidhm.

- Tabhairt faoi Shuirbhé Seirbhíse do Chustaiméirí agus measúnú a dhéanamh ar na torthaí agus iad a inleanúint.

Tugadh an dá chlár chun críche go rathúil. Tá nósanna imeachta athbhreithnithe an Bhinse tugtha sa Treoir maidir le Nósanna Imeachta www.equalitytribunal.ie. Tá sonraí an tSuirbhé do Chustaiméirí thíos.

Córas Bainistíochta Feidhmíochta agus Forbartha (PMDS)

Comhlánadh foirmeacha rólphróifíle agus rinneadh athbhreithnithe ar fheidhmíocht don fhoireann go léir mar chuid de Chóras Bainistíochta Feidhmíochta agus Forbartha (PMDS) i rith na bliana. Cuireann an córas soiléireacht maidir le rólanna agus freagrachtaí na foirne agus bainistíocht feidhmíochta ar fáil ar shlí struchtúrtha. Cuireann sé fóram luachmhar ar fáil chomh maith chun riachtanais oiliúna a aithint.

Aguisín 1: Tuarascáil Airgeadais do 2009

	€
Pá:	2.25
Neamh-phá:	0.46
Iomlán	2.71

Ba iad seo a leanas na príomhréimsí caiteachais neamhphá:

	€
Cóiríocht	93,000
Cumarsáid & Bolscaireacht	700
Dearadh & Priontáil	10,000
Teicneolaíocht na Faisnéise	9,000
Dlíthiúil	165,000
Leabharlann	27,000
Trealamh Oibre	14,000
Teileafón & Postas	85,000
Oiliúint	37,000

D'eascair caiteachas €20,000 as caiteachas ar chásobair dar ghá éisteachtaí a réachtáil in áiteanna lasmuigh de Cheanncheathrú an Bhinse Comhionannais.

Úsáid Fuinnimh agus Athchúráil

Déanann an Binse Comhionannais bearta le laghdú ar úsáid fuinnimh de réir an Chinneadh Rialtais S180/20/10/0269 maidir le hÚsáid Stuama Fuinnimh i bhFoirgnimh na hEarnála Poiblí, lena n-áirítear glacadh le Dreasacht Laghdaithe

Éilimh Geimhridh BSL agus socruithe athchúrsála i leith páipéir agus gloine agus dúch-chaiséidí phrintéara agus innill chóipeála.

Íoc Pras

Lean an Binse Comhionannais ag cloí leis an Acht um Íoc Pras Cuntas, 1997 arna leasú ag Rialacháin na gComhphobal Eorpach (Íoc Mall i gcás Bearta Tráchtála) 2002.

Aguisín 2: Fóram Comhairleach ag deireadh 2009

Comhairle Bharra na hÉireann

An tÚdarás Comhionannais

Dlí-Chumann Corpraithe na hÉireann

Cónaidhm Ghnólachtaí agus Fhostóirí na hÉireann

Comhdháil na gCeardchumann

Cónaidhm Árachais na hÉireann

Gluaiseacht Lucht Siúil na hÉireann

An Chónaidhm Náisiúnta Leispiach agus Gay

An Chónaidhm Náisiúnta Leispiach agus Gay

Comhairle Náisiúnta na mBan

People with Disabilities in Ireland Ltd

Aguisín 3: Cairt Eagraíochta an Bhinse Chomhionannais

(amhail an 31 Nollaig 2009)

An Stiúrthóir			
Melanie Pine			
Foirne Imscrúdaithe			Seirbhís Idirghabhála
Deirdre Sweeney Ceannasaí Chomhionannais Fostaíochta	Elaine Cassidy Ceannasaí Stádas Comhionann	Fiona Lafferty Ceannasaí Oifig Phort Laoise	
Stephen Bonnländer Vivian Jackson Orla Jones Orlaith Mannion Conor Stokes Bernadette Treanor Oifigigh Chomhionannais	Tara Coogan Marian Duffy Gary O'Doherty Brian O'Byrne Oifigigh Stádas Comhionann	James Kelly Hugh Lonsdale Enda Murphy Valerie Murtagh Oifigigh Chomhionannais	Brian O'Byrne * Ceannasaí Idirghabhála Gníomhach Marian Duffy * Vivian Jackson * Catherine Jestin * Hugh Lonsdale * Orlaith Mannion * Enda Murphy * Gary O'Doherty * Conor Stokes * Bernadette Treanor * Brenda Ward * * Oifigigh Idirghabhála
Bainistíocht Acmhainní			
Bainistiú Dlíthiúil	Acmhainní Corparáideacha agus	Rúnaíocht (Oifig Bhaile Átha	

	Rúnaíochta(Oifig Phort Laoise)	Cliath)
Sile Larkin Comhairleoir Dlí	Fiona Lafferty Ceann Acmhainní Corporáideacha	Sile Larkin* Ceannasaí Rúnaíochta
		Catherine Jestin Cláraritheoir Brenda Ward Bainisteoir Rúnaíochta
	Martin Kehoe Bainisteoir TFC	Barry Quinn Leas-Chláraritheoir/ Bainisteoir an Aonaid Rúnaíochta
Ashling Byrne Cúntóir Taighde Dlí	Frank Bergin Bainisteoir Oifige Gníomhach Mary Daly Oifigeach Feidhmiúcháin	Brian Farrell Oifigeach Feidhmiúcháin
Deirdre McCormack Aonad Dlí Oifigeach Tacaíochta	Noelle Doody Noel Kelly Stephen Laffan Oifigigh Tacaíochta	Roisin Cahill Damien Byrne Amanda Cullen Susan Fetton Finbarr O'Mahony Oifigigh Tacaíochta
	John Fitzgerald Joe Pettigrew Oifigigh Seirbhísí	

* *Tá an dara ról ag na baill foirne seo. Tá deichniúr ag feidhmiú mar Oifigigh Idirghabhála Comhionannais (idirghabhálaithe) chomh maith agus tá an Comhairleoir Dlí ag feidhmiú chomh maith mar Cheannasaí Rúnaíochta.*

Employment Equality Survey



If you wish to give your name, county and/or that of your organisation you may do so. Any information given will be confidential.

Name:

County:

Organisation:

Please tick ✓ a quality rating for each area of service which you experienced. If, for example you have not telephoned the Tribunal then leave that section blank.

	Very Good	Good	Adequate	Poor	Very Poor
1. When telephoning the Tribunal how would you rate					
<input type="checkbox"/> The speed of reply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> The information given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> The politeness shown to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. When writing to the Tribunal how would you rate					
<input type="checkbox"/> The speed of reply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> The information given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> The politeness shown to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Did you find the procedures and forms used					
<input type="checkbox"/> Easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Easy to read and fill out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. At the hearing did the Equality Officer					
<input type="checkbox"/> Cover all the details of the case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Show fairness to both sides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Create a calm atmosphere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Was the written decision					
<input type="checkbox"/> Clear in explaining the case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Issued within a reasonable time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Easy to read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Was the Hearing room					
<i>At the Tribunal Offices in Dublin</i>					
<input type="checkbox"/> Suitable for you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Easy to get to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Other Locations</i>					
<input type="checkbox"/> Suitable for you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Easy to get to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Your overall impression					
<input type="checkbox"/> Did you think the Service provided by the Tribunal was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. It would help the Tribunal to know whether you					
<input type="checkbox"/> Made a claim yourself <input type="checkbox"/>					
<input type="checkbox"/> Had a claim made against you <input type="checkbox"/>					
<input type="checkbox"/> Are a legal representative who has represented either side <input type="checkbox"/>					
<input type="checkbox"/> Otherwise represented a claimant <input type="checkbox"/>					
<input type="checkbox"/> Otherwise represented a respondent <input type="checkbox"/>					
<input type="checkbox"/> Other - please specify _____ <input type="checkbox"/>					
9. Any comments you would like to make					
<hr/>					
<hr/>					
<hr/>					

If you wish to give more information you are welcome to write on the space provided on the reverse of this page.

Thank you for your co-operation

Aguisín 4: Suirbhé Seirbhíse Custaiméirí 2009

Suirbhé Comhionannais Fostaíochta

ainm
eolas ar bith

Féadfaidh tú d'ainm, contae agus/nó
d'eagrais a thabhairt. Coinneofar

a thugann tú faoi rún.

An Binse

Ainm :

Comhionannais

Contae:

Eagrais :

Cuir tic ✓ le ráta cáilíochta gach réimse seirbhíse a fuair tú. Mar shampla, sa chás nár chuir tú glao ar an mBinse fág an chuid sin folamh.

An Mhaith Go Maith Sásúil Mí-Shásúil Go

Dona

1. Nuair a ghlaigh tú ar an mBinse cén ráta a thabharfá ar ...

- | | | | | |
|---|---|---|---|---|
| <input type="checkbox"/> Chomh tapa agus a freagraíodh tú | * | * | * | * |
| * | | | | |
| <input type="checkbox"/> An t-eolas a tugadh duit. | * | * | * | * |
| * | | | | |
| <input type="checkbox"/> Chomh béasach agus a bhíodhas leat | * | * | * | * |
| * | | | | |

2. Nuair a scríobh tú chuig an mBinse cén ráta a thabharfá ar ...

- | | | | | |
|---|---|---|---|---|
| <input type="checkbox"/> Chomh tapa agus a freagraíodh tú | * | * | * | * |
| * | | | | |
| <input type="checkbox"/> An t-eolas a tugadh duit. | * | * | * | * |
| * | | | | |
| <input type="checkbox"/> Chomh béasach agus a bhíodhas leat | * | * | * | * |
| * | | | | |

3. Ar cheap tú go raibh na nósanna imeachta agus foirmeacha in úsáid ...

- | | | | | |
|---|---|---|---|---|
| <input type="checkbox"/> Éasca le tuiscint. | * | * | * | * |
| * | | | | |
| <input type="checkbox"/> Éasca le tuiscint agus le comhlíonadh. | * | * | * | * |
| * | | | | |

4. Ag an éisteacht an ndearna an tOifigeach Comhionannais ...

- | | | | | |
|--|---|---|---|---|
| <input type="checkbox"/> Na sonraí go léir maidir leis an gcás a chur san áireamh. | * | * | * | * |
| * | | | | |
| <input type="checkbox"/> Cothromaíocht a léiriú don dá thaobh. | * | * | * | * |
| * | | | | |
| <input type="checkbox"/> Atmaisféar suaimhneach a chothú. | * | * | * | * |
| * | | | | |

5. An raibh an cinneadh i scríobh...

- | | | | | |
|--|---|---|---|---|
| <input type="checkbox"/> Soiléir ag míniú an cháis duit. | * | * | * | * |
| * | | | | |

- Eisithe laistigh d'am réasúnta chugat. * * * *
- Éasca le léamh agat. * * * *

6. **An raibh an seomra cruinnithe ...**
Ag Oifigí an Bhinse i mBaile Átha Cliath

- Oiriúnach duit. * * * *
- Éasca dul ann * * * *

Ag Oifigí in áiteanna eile

- Oiriúnach duit. * * * *
- Éasca dul ann * * * *

7. **Cad a cheap tú tríd is tríd ...**

- Ar cheap tú go raibh an tseirbhís a chuir an Binse ar fáil ... * * * *

8. **Chabhródh sé leis an mBinse fios a bheith acu cibé ...**

- An ndearna tú féin éileamh. *
- An raibh éileamh déanta i do choinne *
- An ionadaí dlí tú a rinne ionadaíocht do thaobh de dhá thaobh *
- An ndearna tú ionadaíocht d'éilitheoir ar shlí eile *
- An ndearna tú ionadaíocht do fhreagróir ar shlí eile *
- Eile – sonraigh le do thoil _____

9. **An bhfuil aon tuairimí ba mhaith leat a thabhairt ...**

Más mian leat tuilleadh eolais a thabhairt tá fáilte romhat scríobh ar an spás atá curtha ar fáil duit ar chúl an leathanaigh seo.

Go raibh maith agat as do chomhoibriú

Torthaí an tSuirbhé Comhionannais Fostaíochta 2009

Ráta Sástachta Ghinearálta

Mheas 81.74% díobh sin a d'fhreagair an suirbhé go raibh sástacht ghinearálta na seirbhíse a chuir an Binse Comhionannais ar fáil maidir le comhionannais fostaíochta an-mhaith nó go maith.

Tríd is Tríd

Mheas 74.7% díobh sin a d'fhreagair an suirbhé tríd is tríd go raibh an tseirbhís a chuir an Binse Comhionannais ar fáil maidir le comhionannas fostaíochta an-mhaith nó go maith.

Sástacht leis an timpeallacht fhisiciúil

Oiriúnacht na seomraí éisteachta

i mBaile Átha Cliath

98.72% a mheas an-maith/go maith

Éascaíocht dul chuig an áit

i mBaile Átha Cliath

85.91% a mheas an-maith/go

maith Oiriúnacht áiteanna eile

70.58% a mheas an-

mhaith/go maith

Éascaíocht dul chuig áiteanna eile

70.59% a mheas an-mhaith/go

maith

Cinneadh Scríofa

Soiléireacht an Chinnidh

83.15% a mheas an-mhaith/go

maith

Tráthúlacht

61.36% a mheas an-mhaith/go

maith

Éasca le léamh

84.27% a mheas an-mhaith/go

maith

Oifigeach Comhionannais

Sonraí maidir leis an gcás i gceist

84.61% a mheas an-mhaith/go

maith

Cothromaíocht don dá thaobh

79.93% a mheas an-mhaith/go

maith

Atmaisféar suaimhneach

87.69% a mheas an-mhaith/go

maith

Foirmeacha agus Nósanna Imeachta

Éasca le tuiscint

82.61% a mheas an-mhaith/go

maith

Éasca le léamh agus le comhlíonadh

81.11% a mheas an-mhaith/go

maith

Ag scríobh chuig an mBinse

Luas ag Freagairt

76.92% a mheas an-mhaith/go

maith

Eolas curtha ar fáil

84.27% a mheas an-mhaith/go

maith

Béasa

90.91% a mheas an-mhaith/go maith

Seirbhís Fóin

Luas ag Freagairt
maith

80.46% a mheas an-mhaith/go

Eolas curtha ar fáil
maith

83.72% a mheas an-mhaith/go

Béasa

91.95% a mheas an-mhaith/go maith

Torthaí an tSuirbhé maidir le Stádas Comhionann 2009

Ráta Sástachta Ginearálta

Mheas 79.44% díobh sin a d'fhreagair an suirbhé go raibh sástacht ghinearálta na seirbhíse a chuir an Binse Comhionannais ar fáil maidir le cásanna um stádas comhionann an-mhaith nó go maith.

Tríd is Tríd

Mheas 69.12% díobh sin a d'fhreagair an suirbhé tríd is tríd go raibh an tseirbhís a chuir an Binse Comhionannais ar fáil maidir le cásanna um stádas comhionann an-mhaith nó go maith.

Sástacht leis an timpeallacht fhisiciúil

Oiriúnacht na seomraí éisteachta	
i mBaile Átha Cliath	86.84% a mheas an-maith/go maith
Éascaíocht dul chuig an áit	
i mBaile Átha Cliath	86.84% a mheas an-maith/go maith
Oiriúnacht áiteanna eile	77.28% a mheas an-mhaith/go maith
Éascaíocht dul chuig áiteanna eile	82.61% a mheas an-mhaith/go maith

Cinneadh Scríofa

Soiléireacht an Chinnidh	75.00% a mheas an-mhaith/go maith
Tráthúlacht	68.66% a mheas an-mhaith/go maith
Éasca le léamh	83.82% a mheas an-mhaith/go maith

Oifigeach Comhionannais

Sonraí maidir leis an gcás i gceist	81.25% a mheas an-mhaith/go maith
Cothromaíocht don dá thaobh	75.38% a mheas an-mhaith/go maith
Atmaisféar suaimhneach	86.76% a mheas an-mhaith/go maith

Foirmeacha agus Nósanna Imeachta

Éasca le tuiscint	76.81% a mheas an-mhaith/go maith
Éasca le léamh agus le comhlíonadh	80.88% a mheas an-mhaith/go maith

Ag scríobh chuig an Binse

Luas ag freagairt	68.66% a mheas an-mhaith/go maith
Eolas curtha ar fáil	77.27% a mheas an-mhaith/go maith
Béasa	86.37% a mheas an-mhaith/go maith

Seirbhís Fóin

Luas ag Freagairt	81.53% a mheas an-mhaith/go maith
Eolas curtha ar fáil	79.37% a mheas an-mhaith/go maith
Béasa	92.31% a mheas an-mhaith/go maith

Torthaí an tSuirbhé Idirghabhála 2009

Ráta Sástachta Ginearálta

Mheas 90.84% díobh sin a d'fhreagair an suirbhé go raibh sástacht ghinearálta na seirbhíse idirghabhála a chuir an Binse Comhionannais ar fáil an-mhaith nó go maith.

Tríd is Tríd

Mheas 69.12% díobh sin a d'fhreagair an suirbhé go raibh tríd is tríd an tseirbhís a chuir an Binse Comhionannais ar fáil an-mhaith nó go maith.

Sástacht leis an timpeallacht fhisiciúil

Oiriúnacht na seomraí éisteachta i mBaile Átha Cliath	90.90% a mheas an-maith/go maith
Éascaíocht dul chuig an áit i mBaile Átha Cliath	87.34% a mheas an-maith/go maith
Oiriúnacht áiteanna eile mhaith/go maith	84.44% a mheas an-
Éascaíocht dul chuig áiteanna eile	84.45% a mheas an-mhaith/go maith

Dréacht-Aontú

Soiléir – ag léiriú cad a bhí aontaithe	92.31% a mheas an-mhaith/go maith
Tráthúil	87.97% a mheas an-mhaith/go maith

Oifigigh Idirghabhála

Cothromaíocht don dá thaobh	92.94% a mheas an-mhaith/go maith
Plé oscailte ceadaithe	91.76 % a mheas an-mhaith/go maith
Atmaisféar suaimhneach	92.94% a mheas an-mhaith/go maith

Treoiríníte

Éasca le tuiscint	96.67% a mheas an-mhaith/go maith
Idirghabháil mínithe go soiléir	95.12 % a mheas an-mhaith/go maith

Ag scríobh chuig an Binse

Luas ag Freagairt	81.17% a mheas an-mhaith/go maith
Eolas curtha ar fáil	88.6% a mheas an-mhaith/go maith
Béasa	94.94% a mheas an-mhaith/go maith

Seirbhís Fóin

Luas ag Freagairt	88.1% a mheas an-mhaith/go maith
Eolas curtha ar fáil	93.75% a mheas an-mhaith/go maith
Béasa	95.12% a mheas an-mhaith/go maith