

# CCPC Language Scheme: 2021 - 2024

Under Section 11 of the Official  
Languages Act 2003



Coimisiún um  
Iomaíocht agus  
Cosaint Tomhaltóirí

Competition and  
Consumer Protection  
Commission

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## **1. Introduction and background**

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### **1.1 Introduction**

This is the Competition and Consumer Protection Commission's (CCPC) first Language Scheme and it will be in effect for the period 2021-2024. The Official Languages Act 2003 provides for the preparation by public bodies of a language scheme detailing the services they will provide:

- through the medium of Irish;
- through the medium of English, and;
- through the medium of Irish and English;

and the measures to be adopted to ensure that any service not currently provided by the body through the medium of the Irish language will be so provided within an agreed timeframe.

### **1.2 Preparation and content of the scheme**

In the preparation of this scheme, due regard has been given to the guidelines issued by the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media. The CCPC is guided by the principle that the provision of Irish language services should be based on:

- the underlying level of demand for specific services in the Irish language;
- the importance of a proactive approach to the provision of such services, and;
- the resources, including human and financial resources, and the capacity of the body concerned to develop or access the necessary language capability.

This scheme complements the principles of Quality Customer Service and our Service Charter. It has been formulated with the intention of ensuring that all relevant obligations under the Official Languages Act by the CCPC will be fully addressed on an incremental basis, through this and future schemes.

### **1.3 Commencement date of the Scheme**

This Scheme has been confirmed by the Minister of State at the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media. It commences with effect from 24 May 2021 and shall remain in force for a period of three years or until a new scheme has been confirmed, whichever is the later.

## 2. Overview of the Competition and Consumer Protection Commission

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### 2.1 Mission and Objectives

The CCPC is an independent statutory body with a mandate to promote competition and enhance consumer welfare in Ireland. The CCPC was established on 31 October 2014 and our vision is for open and competitive markets where consumers are protected and empowered and businesses actively compete. Our mission, as reflected in our *Statement of Strategy 2018-2020*, is to:

“use our knowledge, skills and statutory powers to promote competition and enhance consumer welfare”.

### 2.2 Main Functions

The CCPC has a broad mandate;

- The CCPC is the enforcer of competition and consumer protection law in Ireland. Our vision is to ensure open and competitive markets where businesses act within the law and consumers are protected.
- We continue to strengthen and grow our resources and our expert teams prioritise areas where we can have the greatest impact.
- We make decisions independently and in the public interest. We use our extensive legislative powers to stop practices, which are damaging to consumers and/or the wider economy.
- We help consumers to protect themselves by giving them useful information which they can use before they buy and information they need to take action when they believe their consumer rights have been breached.

We do this in many different ways. These include conducting research, undertaking studies, publishing papers and making submissions which inform and influence Government policy relating to consumer and competition issues. We publish guidance documents to inform and assist interested parties in understanding the scope and content of competition and consumer protection laws. We also operate a consumer helpline and provide information via our website, which informs consumers of their rights and businesses of their obligations, and we advocate on behalf of consumers.

### 2.3 Key Services

The CCPC represents the welfare of consumers and the economy through;

- The investigation of competition and consumer protection law breaches and taking the appropriate enforcement action.
- The promotion of the importance of financial education, both through our own programmes, and through working collaboratively with stakeholders in this area, collectively highlighting the importance of financial education to consumer wellbeing.
- Providing information to consumers to help them make informed decisions.
- Examining mergers and acquisitions to ensure that they do not result in a substantial lessening of competition in Ireland.
- Advising policymakers in relation to consumer protection and competition matters.

- Responsibility for market surveillance in relation to the safety of products covered by relevant EU Directives. We have responsibility for monitoring and processing non-food product recalls in Ireland.
- Promoting and enforcing compliance with new regulations concerning defined aspects of the commercial relationships between suppliers, wholesalers and retailers in the grocery sector.

In respect of its functions, the CCPC does not act on behalf of individual consumers or businesses to resolve their complaints with businesses or organisations, nor do we provide legal advice. We do not make binding determinations on whether a breach of legislation has occurred as it is the role of the courts to determine whether illegal conduct has occurred. However, the CCPC does have a role in relation to Alternative Dispute Resolution processes that aim to resolve disputes between consumers and traders out-of-court.

#### **2.4 Customers and Clients**

The CCPC interacts with a wide range of contacts from outside the public service, including groups and individual members of the public who use our services and have an interest in our activities.

In addition, we interact a broad spectrum of stakeholders, including members of the Government, other public representatives, Government Departments, offices and agencies. We also actively engage with key stakeholders in the EU on competition and consumer matters.

We also have internal customers which include CCPC staff, secondees and assignees.

The CCPC's Customer Charter and Action Plan will include our commitments in relation to the provision of services through Irish.

### 3. Services being provided in English only or Bilingually

Where the CCPC interacts with the public such interaction is, in the main, conducted through correspondence, phone, website and e-mail and visits by appointment. The variety of methods of communication with the CCPC ensures versatility and flexibility for our customers and that they receive the service they require in the most appropriate manner.

The CCPC primarily provides its services to its key stakeholders and to the general public through the medium of the English Language. The CCPC will endeavour to interact through the medium of Irish upon request. However, due to the technical nature of some of the terminology used in the legislation governing our work and given the absence of Irish language translations of this legislation, in some instances we may have to interact through the medium of English. This may be necessary in order to ensure technical and legal clarity and consistency in our communications.

Current Provision of Services		
Services (General)	In English only	Bilingually, in English and Irish
Reception	The CCPC shares premises with other public and private tenants and therefore Bloom House reception is managed by the management company. These personnel provide reception services in the English language only. There is no scope for this to change.	
Recorded oral announcements provided on the telephone.		Recorded oral announcements on the CCPC's main telephone numbers are bilingual.
Phone Calls		Bilingual – The CCPC will respond in Irish, upon request.
Letters and Electronic Mail	The CCPC has a number of automatic acknowledgements that issue via our website and all of these are currently in English only.	All non-generic written communication is responded to in the official language in which it was received.
Stationery		The name of the CCPC is presented in both Irish and English in the CCPC's logo on its headed paper and compliment slips.

Signage		All signage placed by the CCPC or on its behalf is bilingual, in accordance with the regulations (S.I. No.391/2008).
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Services (General)	In English only	Bilingually, in English and Irish
Publications		The CCPC's Annual Reports and Strategy Statements are published in Irish and English. The CCPC's Service Charter is also published in both Irish and English.
Website		Currently the information is mainly presented in English save for the pages and documents referred to above and the Financial Education Junior Certificate Irish Language Resources.
Personal Callers to the Office		Members of the public are asked to make an appointment prior to their visit to ensure that a relevant member of staff with requisite expertise is present. This includes the provision of information in the Irish language.
Social Media		In the main, social media channels are used in English only. However, where a request is received in Irish the response will issue in Irish.
Press Releases	Press Releases are issued in English only.	

#### 4. Provision of Irish Language Services

The CCPC also undertakes the following actions under each service.

Means of communication with the public		Commitment	Timeline By end Yr. 1/ Yr. 2 / Yr. 3
Oral / Written Communication	Automatic Acknowledgements	All automatic acknowledgements of correspondence via our website will be in both English and Irish	Year 1
	Mailshots <sup>1</sup>	Communications in writing or by electronic mail to the general public or a class of the general public for the purpose of furnishing information to the public or the class shall be provided in the Irish language or bilingually.	Ongoing
Publications	Key Publications	The CCPC will publish its Annual Reports, Strategy Statements and Financial Statements in Irish and English.	Ongoing
Information Technology	Email	1. The disclaimer at the end of every email that issues from the CCPC will be presented in English and Irish.	Yr. 2
		2. Out of Office messages and automatic messages will be bilingual.	Yr. 1

<sup>1</sup> Subscribers to the CCPC notification lists are not considered to constitute classes of the general public.



Means of communication with the public		Commitment	Timeline By end Yr. 1/ Yr. 2 / Yr. 3
	<b>Media Spokespersons</b>	An Irish language spokesperson will be made available on request subject to the standard decision making processes related to the provision of spokespeople.	<b>Yr. 1</b>

## 5. Enhancing the Provision of Irish Language Services in Gaeltacht Areas

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The CCPC does not have offices situated in Gaeltacht areas.

## 6. Improving Language Capability

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The CCPC is committed to making opportunities available for staff to attend appropriately accredited Irish language training courses, as resources permit. All staff will be advised of facilities/opportunities to improve their competency in Irish.

## 7. Monitoring and Review

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The implementation of the scheme will be monitored and reviewed on a regular basis by Corporate Services Division. Please email any Language Scheme queries to [sandrarafferty@ccpc.ie](mailto:sandrarafferty@ccpc.ie).

Requests for services through Irish will be monitored and recorded in our Annual Report.

## 8. Publication of Agreed Scheme

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This scheme will be publicised both internally and externally. The scheme will be made available on our website, and circulated to all staff and appropriate agencies, in both languages. Other means to publicise the scheme may also be used from time to time.

A copy of the agreed scheme will be forwarded to the Office of An Coimisinéir Teanga.



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