



IRISH FILM CLASSIFICATION OFFICE

OIFIG AICMITHE SCANNÁN NA hÉIREANN

Siúlán Blackhall, Margadh na Feirme,
Baile Átha Cliath 7, D07 NRR6, Éire.

IRISH FILM CLASSIFICATION OFFICE

Blackhall Walk, Smithfield,
Dublin 7, D07 NRR6, Ireland.

T: +353 | 799 6100

T: +353 | 828 7420

F: +353 | 873 4393

E: info@ifco.gov.ie

W: www.ifco.ie

Who are the Irish Film Classification Office?

The Irish Film Classification Office (IFCO) is a statutory body first established in 1923 with the responsibility for examining and certifying all cinema films and videos/DVDs distributed in Ireland. IFCO comprises of the Director of Film Classification, Ger Connolly, a team of 5 Assistant Classifiers and a team of 7 civil servants. IFCO also acts as the public contact to the Classification of Films Appeal Board, the Censorship of Publications Board and the Censorship of Publications Appeal Board.

Our Mission

Our aim is to provide the public, and parents in particular, with a modern and dependable system of classification which protects children and young persons and which has respect for freedom of expression and for the values of Irish society.

The Principal functions of the IFCO:

Classifying cinema releases and Video/DVD releases as set out under the Censorship of Films Act, 1923 and the Video Recordings Act, 1989.

Supervising film distributors, cinemas and retailers in Ireland to ensure compliance with the above legislation.

Issuing of Wholesale and Retail Video Licences and maintaining a register of these to ensure compliance with the Video Recordings Act, 1989.

Establishing classification guidelines on an on-going basis in conjunction with research groups to meet the ever-changing societal values of young persons and families in Ireland.

What is the Customer Charter?

This charter is a statement of the quality of service the public, our customers, can expect to receive.

Help us to help you

We can help you best where you:

- Provide full and complete information on contacting us (i.e.: name of film/video, name of cinema/retailer, time/date of cinema showing/purchase, etc.)
- Treat our staff and others with courtesy and respect.

Feedback & Complaints

We greatly appreciate all feedback, positive or negative, from the viewing public as it helps us to shape and maintain relevant classification guidelines going forward.

How can you contact the IFCO?

1. Our website - www.ifco.ie
2. Email – info@ifco.gov.ie
3. Phone – 01 8287420
4. Address – Irish Film Classification Office, Blackhall Walk, Smithfield, Dublin 7, D07 NRR6



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How you can get more information:

Look up our website at www.ifco.ie for information about our work as well as a database of upcoming and previously classified releases.

Our Customer Service Commitments

The Irish Film Classification Office is committed to providing the following standards of service:

1. QUALITY SERVICE STANDARDS

We will provide all customers with quality services at all times.

We will strive to deliver services that are easily accessible, high quality and meet your needs.

2. COURTESY

We will be polite and professional in all our dealings with you.

We will act with integrity, impartiality and fairness at all times.

We will give our name and contact details when dealing with your query.

3. EQUALITY/DIVERSITY

We will deal with you in a fair and open manner irrespective of gender, marital status, family status, age, race, religion, disability, sexual orientation, membership of the Traveller community.

Our offices will be safe and accessible with physical access to persons with disabilities.

4. CORRESPONDENCE

We will answer all telephone calls promptly.

We will reply to emails within 7 working days.

We will reply to letters within 15 working days using clear concise language.

If it is not possible to send a full reply, we will send you an interim reply, explaining the position.

We will identify the writer's name, address, telephone number and email address.

5. SEIRBHÍS I NGAELIGE/SERVICE IN IRISH

Déanfaimid gach iarracht chun freastal ar chustaiméirí ar mian leo a ngnó a dhéanamh i nGaeilge.

We will make every effort to accommodate customers who wish to conduct their business in Irish.

6. ACCESS TO INFORMATION/WEBSITE

We will promptly provide information in a clear and concise manner.

In cases where we cannot release information we will explain why.

We aim to have an easy to read website that contains up to date information with ease of access to all.

7. CONSULTATION AND EVALUATION

We will continue to seek feedback from our customers and staff.

We commit to resolve any issue brought to our attention by staff or the public.

8. HEALTH AND SAFETY

We will ensure our building complies with Health and Safety Legislation.

We will ensure sufficient members of staff are trained to carry out the functions as set out in the Health and Safety Legislation.