

# Office of the Attorney General

## Client Charter



### Mission Statement

Our mission is to provide the highest standard of professional legal services to the Government, its Departments and Offices, as economically and efficiently as possible and to support adherence to the rule of law.

### Role of the Office

The primary role of the Office is to provide legal advisory and legislative drafting services to its clients, which includes Government, Government Ministers and Departments and certain other public bodies. With very limited exceptions (see [Relator Actions](#)) the Office does not provide legal services directly to the public. Members of the public who might require legal advice should consult their own legal advisor.

#### Advisory Counsel

##### In providing Legal Advisory services, we will:

- ✓ Provide independent and impartial legal advice and ensure that, as far as possible, legal advices are clear, considered, comprehensive and consistent
- ✓ Deal with all requests for legal advice in a timely manner and demonstrate a high level of responsiveness in respect of urgent issues, which will be prioritised on the basis of overall Government requirements

#### Parliamentary Counsel

##### In providing Legislative Drafting services, we will:

- ✓ Draft your legislation in a manner that is constitutionally and legally sound, clear, comprehensive and responsive to your requirements
- ✓ Demonstrate an appropriate level of responsiveness in respect of both urgent and routine issues which will be prioritised on the basis of overall Government requirements

##### In all our dealings with our clients, we will:

- ✓ Be courteous, professional and helpful at all times
- ✓ Provide our services in a manner that respects human rights, equality, diversity and inclusion
- ✓ Adopt a team-based approach and be committed to helping clients achieve their objectives

## Monitoring and Evaluation

The Office maintains ongoing dialogue with its clients in relation to delivery of its services to help it assess the effectiveness of its service provision and any scope for improvement.

## Provision of Information

The Office publishes information on its work on its website at [www.attorneygeneral.ie](http://www.attorneygeneral.ie).

The Office's Irish language commitments are set out in its [Official Languages Act Scheme 2020-23](#).

The Office is subject to the Freedom of Information Act 2014. However, it should be noted that under Section 42(f) of the Act, the Act only applies to records concerning the general administration of the Office.

## What We Ask of Clients

To help us deliver our services to you, we request that you:

- ✓ Treat our people with courtesy
- ✓ Keep us informed of any issues which may impact upon the case/issue in question or the drafting of your legislation
- ✓ Ensure compliance with the [Cabinet Handbook guidelines](#) and be familiar with relevant advices which have been issued by the Office in the past and with legislation which applies to your Department or Office
- ✓ Be sufficiently clear in respect of the policy objectives of your Department or Office
- ✓ When sending correspondence by email, copy all such emails (with our reference number, where known) to our Registry at [info@ag.irlgov.ie](mailto:info@ag.irlgov.ie)

## How to Contact Us

Office of the Attorney General  
Government Buildings  
Upper Merrion Street  
Dublin D02 R583

Tel: (+353) 1 631 4000  
Fax: (+353) 1 676 1806  
[info@ag.irlgov.ie](mailto:info@ag.irlgov.ie)  
[www.attorneygeneral.ie](http://www.attorneygeneral.ie)