

Lesson 6 Drama about the Office of An Coimisinéir Teanga

[Rónán] Hello. Rónán Ó Domhnaill is my name. I was appointed by the President of Ireland as the second Coimisinéir Teanga in 2015. I hope you enjoy this short drama which gives an insight into the work of this office.

[Áine] Hello! I would like to get an identity card in Irish please.

[Receptionist] I'm sorry I've no Irish. How can I help you?

[Áine] Oh so I suppose you want to do it in English then? I'd like to get an ID card in Irish please

[Receptionist] Right, well eh, you'll have to fill out one of these forms but I'm not sure that the card will be in Irish

[Áine] Can I get this form in Irish please?

[Receptionist] I don't think we have them in Irish.

[Áine] Well you see I really need this ID card as soon as possible and I can't wait for you to get the Irish version.

[Receptionist] Well do you want to give me your details and I can input them straight into the computer. What's your name please?

[Áine] Áine de Búrca.

[Receptionist] What's that in English?

[Áine] My name is in Irish I don't use the English version of it.

[Receptionist] How do you spell it?

[Áine] A fada ... i ... n ... e ... d ... e ... b... u fada ... r ... c ... a

[Receptionist] Ok, I think I've got that. I do have to tell you though that our computer system which creates the ID card doesn't necessarily deal with the fada

[Áine] Ok I'm very unhappy about this. That means that my name is going to be spelt incorrectly on the card

[Receptionist] Well, there's not much I can do about that

[Áine] Well I think I'm gonna have to make a complaint then.

[Niamh] Hello, Office of An Coimisinéir Teanga. Niamh speaking.

[Áine] Hello, I'm Áine de Búrca. I was trying to get an identity card in Irish but I couldn't. What can be done about this?

[Niamh] I'll transfer you to Sinéad Ni Chathasaigh who will deal with your complaint.

[Áine] That's great. Thank you very much.

[Sinéad] I understand you wish to make a complaint?

[Áine] I was trying to get an identity card in Irish, with my name on it in Irish but I couldn't. They didn't have the application form in Irish either.

[Sinéad] Can you send me all the information please?

[Áine] I'll send you an email. What's your email address?

[Sinéad] You can send the email to eolas@coimisineir.ie. Please give me all the information about what happened and we'll contact the public body about it. I'll get back to you when I've investigated your complaint.

[Áine] Thank you very much. Bye

[Seamus] Hello, I'm Seamus Ó Conghaile from the Office of an Coimisinéir Teanga.

[Diarmuid] Hello Seamus, I'm Diarmuid Mac Eoin Irish language officer for this Public company.

[Seamus] Nice to meet you Diarmuid. My role in the Office of an Coimisinéir Teanga is to ensure that the language scheme is implemented correctly. Now it's clear from my enquiries that you have made a lot of progress in relation to providing services in Irish. However, there are still difficulties.

[Diarmuid] Well, the website is available in Irish and in English. The application forms and information leaflets are available in Irish and in English and certain offices provide counter services in Irish

[Seamus] On another matter a complaint was made to the Office of An Coimisinéir Teanga by a secondary school student who had difficulties getting an identity card in Irish. The complainant could not get an application form in Irish and was told your computer system could not manage the fada

[Diarmuid] Well, the application forms should be available in Irish and English. Regarding the computer system I'll have to look into that because I'm not too sure about it

[Seamus] Also, she noticed that the signs in the office were in English only. The signs should be bilingual

[Diarmuid] Yes.

[Seamus] Under the Official Languages Act public companies are obliged to have signs in Irish and English

[Diarmuid] Well as I said, I'll get back to you about all those matters

[Áine] Look I got my ID Card in the post today. It's completely in Irish

[Friend] That's great. I have to get an ID card too. Did they spell your name correctly?

[Áine] Yes, believe it or not! Everything on the card is correct. Even my name.