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| Irish Aviation Authority The Times Building 11–12 D'Olier Street Dublin 2, Ireland www.iaa.ie Safety Regulation Division | Údarás Eitlíochta na hÉireann Foirgneamh na hAmanna 11–12 Sráid D'Olier Baile Átha Cliath 2, Éire Rannán na Rialachán Sábháilteachta | AERONAUTICAL NOTICE No. G.16 ISSUE I DATE 11.12.20 |  |
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GENERAL INFORMATION REGARDING COMMUNICATIONS

Introduction

Good communications are crucial to an organisation's success in the provision and development of effective services. The Irish Aviation Authority (IAA)/Safety Regulation Department (SRD) encourages strong and regular communications with our regulated entities and their associated postholders. Whilst it is acknowledged that communications take place at different levels and via various media platforms, this Aeronautical Notice aims at identifying the preferred communication channels and media sources to be used. Communications should always be two-way, transparent and carried out in a timely, effective, and courteous manner.

Communications Media

The preferred communications medium is email. It is acknowledged that some communications will be face to face and/or telephone conversations. Where action items or similar requests have been agreed verbally, a follow up email should be sent requesting / agreeing these items where appropriate. The same process should be used where a request is being denied or an alternative is being proposed. For urgent matters concerning aviation safety telephone communication should be used.

Airworthiness Standards Department (AWS D)

All organisations and individuals authorised with an approval from AWS D are assigned an Airworthiness Inspector. In the interest of efficiency and effective communications, the assigned Inspector is the primary point of contact for authorised persons / post-holders within these approved organisations. Most approved organisations will also nominate a primary point of contact, this is usually the Quality or Compliance Manager. All routine communications in relation to the approval(s) held should be addressed through the primary points of contact.

Should other members of an approved organisation management team have queries or issues in relation to the approval, then these items should also be channelled through the assigned Airworthiness Inspector for resolution prior to making any contact with the area manager or other senior management in AWS D.

General enquiries in relation to AWS D matters should be address to awsd@iaa.ie

Individuals may, from time to time, need to contact the registration department directly, all such communications should be channelled through registration@iaa.ie

Flight Operations Department (FOD)

All organisations and individuals authorised with an approval from FOD are assigned a Flight Operations Inspector. In the interest of efficiency and effective communications the assigned Inspector is the primary point of contact for authorised persons / post-holders within these approved organisations. Most approved organisations will also nominate a primary point of contact, normally being the Nominated Persons, Safety, or Compliance Managers. All routine communications in relation to the approval(s) held should take place between the primary points of contact.

Should other members of an approved organisation management team have queries or issues in relation to the approval, then these items should also be channelled through the assigned Inspector for resolution prior to making any contact with the area manager or other senior management in FOD.

General enquires in relation to FOD matters should be addressed to FOD@iaa.ie

Regulatory Performance & Personnel Licensing (RPPL)

Communication with the various sections within Personnel Licensing is as follows:

- Flight Crew Licensing (including private and professional licences and theoretical knowledge examinations) – licensing@iaa.ie
- Maintenance Licensing (including Part-66 Licences and Part-147 organisations) – 66licensing@iaa.ie
- Air Traffic Controller Licensing (including Air Traffic Controller, Aeronautical Flight Information Service Officer and Radio Officer Licences) – atclicensing@iaa.ie
- Aeromedical (including FCL and ATC medical certification, Aeromedical Examiner and Aeromedical Centres) – medical@iaa.ie

Queries relating to the State Safety Programme, the State Plan for Aviation Safety, and Annual Safety Performance Reviews may be submitted to RPPL@iaa.ie

Out of Hours Contacts

Out of Hours contacts in relation to significant safety related or other events should be sent to the normal primary point of contact and to the responsible area manager where appropriate. For urgent matters concerning aviation safety telephone communication should be used

Media Queries

To protect the reputation of IAA/SRD, all media enquiries should be directed through our contacts listed in the IAA Media Centre <https://www.iaa.ie/media-centre>

**Chief Executive
Irish Aviation Authority**