



CUSTOMER SERVICE CHARTER

April 2019

GUIDELINES

Clare Education Centre is committed to providing a professional, effective and responsive service to all our customers. We will treat all our customers with respect and make every effort to ensure that the services we provide reflect your needs and expectations.

This Customer Charter is Clare Education Centre's public statement on the levels of service you can expect when dealing with Clare Education Centre. This outlines our commitment to you, the customer, and describes:

- The level of service you can expect when contacting or visiting Clare Education Centre.
- The level of service you can expect when availing of Clare Education Centre services.
- How your input can contribute to the improvement of our services.

THE LEVEL OF SERVICE YOU CAN EXPECT WHEN CONTACTING OR VISITING CLARE EDUCATION CENTRE

Whether you write, telephone, e-mail us or call to Clare Education Centre in person, we will deal with your enquiry efficiently and promptly and treat you with courtesy and respect.

Written Contact

- Clare Education Centre will acknowledge correspondence within 5 working days.
- Clare Education Centre will issue a reply within 20 working days. If such a reply cannot be issued within this timeframe, then an interim reply will be issued, informing you that the matter is continuing to receive attention.
- Clare Education Centre will ensure replies carry details of the contact person and contact telephone number.
- Clare Education Centre will ensure that replies will be in clear, simple language, free from jargon and technical terms as far as possible.

E-mail Contact

- Clare Education Centre will acknowledge email correspondence within 5 working days.
- Clare Education Centre will issue a reply within 20 working days. If such a reply cannot be issued within this timeframe, then an interim reply will be issued, informing you that the matter is continuing to receive attention.
- Clare Education Centre will ensure replies carry details of the contact person and contact telephone number.
- Clare Education Centre will ensure that replies will be in clear, simple language, free from jargon and technical terms as far as possible.

Telephone Calls

- Clare Education Centre will provide a courteous, helpful, friendly and prompt answering service.
- Clare Education Centre staff are available to answer telephone calls at all times during office hours.

Visiting the Office

- Clare Education Centre will provide clean, accessible public offices, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs

THE LEVEL OF SERVICE YOU CAN EXPECT WHEN AVAILING OF CLARE EDUCATION CENTRE SERVICES

We recognise that different groups of customers will have different priorities when availing of our services and therefore may require specific commitments regarding service levels.

Customers with Disabilities

- Clare Education Centre will ensure that the needs of people with disabilities are identified and catered for. Clare Education Centre will make every effort to ensure that access to all areas of our buildings and to all of our services is maintained for people with disabilities and others with specific needs.

Suppliers

- We will operate clear, impartial and transparent procurement and purchasing procedures in accordance with Public Procurement Guidelines.
- We will ensure that payments to suppliers are made in accordance with applicable Prompt Payment legislation and regulations.

Websites/Publications

- Clare Education Centre are committed to the ongoing maintenance and development of our website to ensure that they are accessible, informative and up to date.

- Clare Education Centre will continue the drive for simplification of rules, regulations, information leaflets and procedures.
- Clare Education Centre will take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact and meets the requirements of people with specific needs.

Equality/Diversity

- Clare Education Centre aims to carry out our services in an impartial manner in accordance with the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community).
- Clare Education Centre will treat everyone with respect and dignity.
- Clare Education Centre will identify and work to eliminate barriers that prevent accessing services. An example of this might be social and economic circumstances, and geographical barriers to services.

Internal Customer

- Clare Education Centre will ensure that staff members are recognised as internal customers and that they will be supported and consulted with regard to service delivery issues as appropriate.

CUSTOMER COMPLAINTS

Clare Education Centre is committed to maintaining an accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided and ensuring that such complaints are dealt with in a consistent, fair and transparent manner.

If you are unhappy with the service you have received and if the issue cannot be resolved to your satisfaction with the staff member or section you have been engaged with, you can make a formal complaint to the Director.

How do you make a complaint?

Complaints can be made in writing or by email. Please include the following details and return the complaint to director@clareed.ie

Date of Incident: _____

Location of Incident: _____

Details of Incident: _____

*Did you put your complaint/concern to management/staff present at the time or later? Yes
No If yes please give details of how and when you did so.*

*Do you have any documents to support your complaint/concern? If so, please attach them to
this form.*

Signature: _____ Date: _____

Clare Education Centre commitments to dealing with Complaints

- Clare Education Centre will acknowledge all complaints within 5 working days.
- Clare Education Centre will consider all complaints and issue a reply to your complaint within 20 working days. Where this is not possible, we will send you an interim reply explaining the position and advising you when you will receive a substantive response.
- All complaints will be treated promptly, fairly and impartially.
- We will endeavour to learn from mistakes to ensure that errors are not repeated.

Appeal Process

If the complaint has not been resolved to your satisfaction, it may be referred for review to the Management Committee of Clare Education Centre. Requests should be sent, in writing, within ten working days of the date of the initial decision to Chairperson, Clare Education Centre, Government Buildings, Kilrush Road, Ennis, Co. Clare

It is the policy of Clare Education Centre that such reviews will be carried out by the Management Committee or a sub-committee appointed by the Management Committee which will not include the person who investigated and responded to the initial complaint.

If the Complaint is still unresolved?

If, following the review, the complaint is still unresolved to the satisfaction of the complainant it may be referred in writing to the Office of the Ombudsman.

Office of the Ombudsman
18 Lower Leeson Street
Dublin 2
Telephone +353 1 639 5600
LoCall 1890 22 30 30
Fax 353 1 639 5674
Email: ombudsman@ombudsman.gov.ie