



Customer Service Charter

On 1st July, 2013, Co. Galway VEC, City of Galway VEC and Co. Roscommon VEC merged to form the Galway and Roscommon Education & Training Board (GRETb), followed by the integration of SOLAS on 1st January, 2014. This Board is one of sixteen statutory local authorities operating under the terms of the Education & Training Boards Act 2013.

The Charter below sets out the standard of service that our customers can expect from Galway and Roscommon Education & Training Board. The GRETb and its staff are committed to providing all its clients and customers (both internal and external) with a professional, efficient and quality service.

Customers:

- *Internal:** *Administrative Staff, Teaching Staff, Cleaning and Maintenance Staff, Board Members and all other staff in the employment of the GRETb.*
- *External:** *Members of the General Public, Parents, Students, Government Departments and other Agencies and Bodies with whom the GRETb communicates.*

The GRETb will aim to foster a strong ethos of customer service.

Information to Customers:

The GRETb is committed to providing information on its services, activities and programmes and this will be achieved through a number of different media – electronic, publications, forms, information leaflets, through Freedom of Information and through direct links to its parent Department (Department of Education & Skills), its representative body ETBI and other appropriate agencies and organisations.

Delivery of Services:

The GRETb undertakes to ensure that the customer will be treated with courtesy and their privacy will be respected at all times. Enquiries will be dealt with promptly, fostering a climate of mutual respect between provider and customer. Contact names will be given in all communications to ensure ease of on-going transactions.

Telephone & Voicemail:

The GRETB undertakes to answer all telephone calls promptly during office hours. All voicemail messages will also be dealt with in a prompt fashion. When answering phone calls, the name of the ETB both in Irish and English (in this case GRETB) will be given together with the name of the person who is answering the call. All calls will be dealt with in a courteous manner and you will be given the name of the staff member and the name of the department of the staff member if your query needs to be transferred. If we are unable to provide the information required, we will take your contact details and call you back or issue the information in writing as soon as possible.

E-Mail & Letter Enquiries:

The GRETB undertakes to reply to routine letter and e-mail enquiries within 5 working days. Should the enquiry require research and consultation, we will acknowledge the query and will further reply as soon as the information sought is available. All correspondence will be replied to in a clear, concise way that will answer the issues raised.

Official Languages Equality:

The GRETB will provide a quality service through the medium of English and Irish and will inform customers of their right to choose to be dealt with through one or other of the two official languages.

Equality & Diversity:

The GRETB will provide services to our customers in full compliance with all equality legislation. It is committed to treating all its customers equally irrespective of differences based on gender, marital status, family status, age, disability, race, sexual orientation, religious belief or belonging to the Traveller community.

Physical Access:

The GRETB undertakes to provide clean, accessible public offices and training places that will comply with occupational and safety standards.

Choice:

The GRETB is committed to providing choice, where feasible, in service delivery, including location of contact points, opening hours and delivery times. We will endeavour to utilise available and emerging technologies to ensure maximum access, choice and quality of delivery.

Consultation / Feedback:

The GRETB is committed to listening to, valuing and considering carefully all views expressed by our customers, and where possible and within a realistic timescale, agree a way forward in dealing with the views. We are committed to providing a structural approach to meaningful consultation with, and participation by the customer in relation to the development, delivery and review of services, and to ensure meaningful evaluation of service delivery. Customer comments on any aspect of our service will be welcomed.

Complaints & Appeals:

The GRETB distinguishes between a complaint made about the quality of service provided and an appeal against a decision made by GRETB.

Dealing with Complaints of Customers:

The GRETB will maintain a well publicised, accessible, transparent and simple to use system dealing with complaints about the quality of service provided and will ensure that all complaints are dealt with in a consistent, fair and transparent manner. If a customer is not satisfied with the quality of service received, they should make a complaint as soon as possible. Complaint Forms are available at the reception.

Appeals:

The GRETB will maintain a formalised, well publicised, accessible, transparent and simple to use system of appeal/review for customers who are dissatisfied with decisions in relation to the quality of service provided. If you are not satisfied with a decision made by a staff member, you should make an appeal to the appropriate Senior Officer, who will deal with the complaint in a consistent, fair and transparent manner.

Copies of the Customer Service Charter and Complaint Form are available at Reception