



**lcetb**

Bord Oideachais agus Oiliúna  
Luimnigh agus an Chláir  
*Limerick and Clare  
Education and Training Board*

# Customer Care Policy

Policy Area	Corporate Affairs
Version	5.0
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Monitored	Annually
Responsibility	Senior Management
Approval	
This policy document is an uncontrolled copy. Each staff member should consult StaffConnect for the latest version of this document.	

### Policy

Limerick and Clare Education and Training Board (LCETB) is committed to providing the highest standards of service delivery. This Customer Care Policy sets out how we intend to provide a quality service and the standards that can be expected from us.

LCETB will publish all information regarding complaints procedures.

### Purpose

The purpose of this policy is to:

- outline the Customer Care standards that each customer should expect when availing of any part of the LCETB service
- ensure that all staff are aware of the principles of Customer Care
- ensure that these principles are adopted and practiced
- provide guidelines to the Line Manager in implementing LCETB's policy on Customer Care.
- ensure complaints are addressed as quickly as possible and the customer is informed of progress;
- ensure regular review of complaints procedures

### Scope

This policy is applicable to all staff, irrespective of their employment status.

#### **What to expect when you contact us:**

No matter how contact is made with LCETB, queries will be dealt with promptly and efficiently. Staff will be polite, friendly and fair in all dealings and ensure privacy is respected.

#### **What we expect when you contact us**

No matter how LCETB is contacted, it is expected that staff will be treated with courtesy and respect and give them all reasonable cooperation.

#### **Confidentiality**

LCETB will treat all information confidentially and ensure that it is not used or disclosed except as provided for by law.

#### **Information**

LCETB will provide accurate, up-to-date and easy-to-understand information about our programmes, our services and our future plans, provide information about progress and developments within Limerick and Clare Education and Training Board.

### **Physical access to our services**

LCETB will provide clean, accessible public offices, facilitate access for people with disabilities and others with special needs, continually monitor and improve access to our educational centres, learning programmes and support services.

### **Equality and Diversity**

LCETB will promote equality and accommodate diversity, in line with equality legislation, ensure that the range and nature of our provision promotes social inclusion, make sure that our actions, or the actions of those who provide services on our behalf, are just and fair.

### **Choice**

LCETB will provide a wide range of quality learning opportunities and educational services for all members of the community, ensure, where possible, that learners have access to a range of relevant learning supports, offer increased flexibility, whenever possible, in order to meet customer needs.

### **Complaints**

LCETB aims to deliver the best possible service to all our customers. Should anyone be unhappy with our service, please advise us. We will also facilitate those customers who wish to conduct their business through the Irish language, in compliance with the Official Languages Act 2003.

### **Valuing your feedback**

We welcome comments, suggestions and views on any aspect of our service because we believe this will help us to serve our customers better.

## Appendix 1

### Customer Complaints Procedure

#### Our Commitment to Quality Customer Service

Limerick and Clare Education and Training Board is committed to providing you the customer with a high quality service. We will endeavour to maintain and improve the standard of our services and to keep errors to a minimum. We, however, recognise that mistakes or delays will occasionally occur. From 1<sup>st</sup> May 2013 our administration is subject to review by the Office of the Ombudsman, [www.ombudsman.ie](http://www.ombudsman.ie).

If you are not satisfied with our services, you should let us know so that we can work to improve them. We welcome your feedback and we will deal with your complaints in confidence.

#### What is covered by our Complaints Procedure?

The Complaints Procedure covers complaints about the quality of the service itself or the manner in which the service was delivered.

- Limerick and Clare ETB will acknowledge correspondence within 5 working days
- Limerick and Clare ETB 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.
- Limerick and Clare ETB will ensure replies carry details of the contact person and contact telephone number.
- Limerick and Clare ETB will ensure that replies will be in clear, simple language

#### What is not covered by our Complaints Procedure?

The Complaints Procedure does not cover:

- Matters of Policy.
- Matters which are the subject of litigation.
- Matters which have been referred to the Office of the Ombudsman.
- Refusal to enrol or expulsion of students under Section 29 of the 1998 Education Act
- Complaints from parents of students (under 18) or students (over 18) against a member of Limerick and Clare ETB staff are dealt with under the "*Code of Practice for Dealing with Complaints made by Parents/Guardians or a student or by a student (who has reached the age of eighteen) currently enrolled in a school/centre, against a staff member employed by Limerick and Clare Education and Training Board (ETB)*".
- Complaints arising from matters covered under GDPR (Data Protection Act 2018).
- Complaints arising from matters covered under Freedom of Information Act 2014.

### **How To Make a Complaint**

A complaint in relation to the quality of service provided by Limerick and Clare Education and Training Board must be in writing or e-mail.

In the first instance, the complaint should be brought to the attention of our staff in the Department/School/Centre.

### **Information You will Need to Provide**

- Your name and address, email and daytime telephone number.
- Exactly what you are dissatisfied with.
- The name of the Department/School/Centre and the official(s) who dealt with you.
- Send us copies of all relevant documentation/correspondence that you may have.

### **What Steps will be taken in Dealing with your Complaint**

Limerick and Clare Education and Training Board will treat your complaint confidentially, fairly and efficiently. We will provide a reply having fully considered the nature and extent of the complaint. It is in the interest of the Board that complaints are resolved at the earliest possible stage.

### **Appeals Process**

- If your complaint cannot be resolved by our staff or, if you are unhappy with the response you received, you should contact:
- Customer Services Officer, Aileen O'Sullivan, Corporate Services, Limerick and Clare Education and Training Board, Marshal House, Dooradoyle Rd., Limerick.  
Email: [aileen.osullivan@lcteb.ie](mailto:aileen.osullivan@lcteb.ie)

All complaints received by the Customer Services Officer will be dealt with as follows:

### **Response from Customer Services Officer**

- Written acknowledgement within 5 working days.
- Respond, within 20 working days (if it is not possible to meet this target, we will inform you and continue to do so until the matter is resolved).
- The response will provide a contact name, telephone number and email address.

If you are unhappy about the outcome of the review by the Customer Services Officer you can further appeal the matter to:

**Ms. Shelagh Graham, Director of Organisation Support and Development,**  
Limerick and Clare Education Board, Marshal House, Dooradoyle Rd., Limerick.

## Role of the Ombudsman

If you are dissatisfied with the outcome of the complaints and appeals procedures you may request an examination of your complaint by the Ombudsman. Please refer to [www.ombudsman.ie](http://www.ombudsman.ie) for further details or alternatively they can be contacted at:

Office of the Ombudsman, 18 Lower Leeson Street. Dublin 2.

Tel: 01 639 5600

Email: [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)

You should complain to the Ombudsman as soon as possible but not later than 12 months after the occurrence of the action you want to complain about or you becoming aware of it occurring.