

CUSTOMER SERVICE CHARTER

GUIDELINES

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

- The level of service you can expect when contacting or visiting Wexford Education Support Centre.
- The level of service you can expect when availing of Co Wexford 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 WEXFORD EDUCATION SUPPORT CENTRE

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

Written Contact

- Wexford Education Support Centre will acknowledge correspondence within 5 working days.
- Wexford Education Support 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.
- Wexford Education Support Centre will ensure replies carry details of the contact person and contact telephone number.

- Wexford Education Support Centre will ensure that replies will be in clear, simple language, free from jargon and technical terms as far as possible.

E-mail Contact

- Wexford Education Support Centre will acknowledge email correspondence within 5 working days.
- Wexford Education Support 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.
- Wexford Education Support Centre will ensure replies carry details of the contact person and contact telephone number.
- Wexford Education Support Centre will ensure that replies will be in clear, simple language, free from jargon and technical terms as far as possible.

Telephone Calls

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

Visiting the Office

Wexford Education Support 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 WEXFORD EDUCATION SUPPORT 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

Wexford Education Support Centre will ensure that the needs of people with disabilities are identified and catered for. Wexford Education Support 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

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

- Wexford Education Support 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).
- Wexford Education Support Centre will treat everyone with respect and dignity.

CUSTOMER COMPLAINTS

Wexford Education Support 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. Any staff member who receives a complaint must inform the Director of the complaint and the actions taken by him/her at the time of the complaint.

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@ecwexford.ie

- Please state 'Formal Complaint' on the correspondence
- Date of incident/issue
- Location of incident/issue
- Details of incident/issue
- Was your complaint shared with a staff member/member of management at the time? If so, please give details. If not, please give details why it was not shared/discussed at the time of the incident/issue.
- Please provide any supporting documents you may have to support your complaint.
- Please sign and date your complaint, providing your contact details.

Wexford Education Support Centre commitments to dealing with Complaints

- Wexford Education Support Centre will acknowledge all complaints within 5 working days.
- Wexford Education Support 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 Wexford Education Support Centre. Requests should be sent, in writing, within ten working days of the date of the initial decision to Chairperson, Wexford Education Support Centre, Milehouse Road, Enniscorthy, Co. Wexford.

It is the policy of Wexford Education Support 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