

CUSTOMER SERVICE CHARTER

OUR MISSION

Athlone Education Support Centre aims to provide a meeting place for the dissemination of knowledge and information to all teachers, especially by the organisation of courses, seminars, conferences, lectures, debates, symposia and all other means subject to the approval of the committee. We also aim to encourage fruitful links with and between the different levels of education.

SERVICES AVAILABLE from Athlone Education Support Centre

Athlone Education Support Centre works collaboratively with our education partners to:

- Deliver a range of professional development courses and supports for teachers, principals and school management; support whole school improvement and planning; mentor and advise school personnel; provide a range of supports to SNAs and other school support staff.
- Provide administrative supports to the Department of Education and Skills through our management of the probationary teacher database and registration of teachers for probation;
- Maintain professional development attendance records of teachers on our database in a secure manner.
- Work in conjunction with primary schools, post-primary schools, special education schools and various third level institutions in our catchment area.
- Support the implementation and roll-out of national programmes of professional learning for teachers and schools

We are committed to providing the highest levels of customer service as embodied in our Customer Service Charter and in line with the principles of quality customer service as adopted by all Government Departments and Public Service Bodies.

WHAT IS A CUSTOMER SERVICE CHARTER?

This Customer Service Charter is a commitment to the quality of our service delivery to you and sets out what Athlone Education Support Centre will do for you, how we propose to do it, and in what time scale.

We are committed to continuously monitoring and improving the quality of our service delivery to you.

HOW CAN YOU HELP US

You can help us by:

- Providing feedback to enable us to improve our service.
- Providing accurate information in your dealings with us.

WHAT TO EXPECT from Athlone Education Support Centre

We will endeavour to ensure that our staff:

- Deliver our services in a friendly and inclusive manner.
- Treat our visitors with courtesy and professionalism.
- Give you clear, accurate and helpful information.
- Deal with your requests, enquiries and concerns promptly.
- Treat all customers equally and without discrimination.
- Maintain confidentiality at all times.
- Continually explore new and better ways of delivering our service.

Where we cannot deal with your enquiry we will provide a referral service to the appropriate channel.

ACCESSIBILITY

- Athlone Education Support Centre will provide a meeting room where appropriate in order to conduct business in a confidential manner.

- Athlone Education Support Centre will ensure that all of our offices, facilities and resources are fully accessible in line with the Disability Act 2005. Any queries in relation to accessibility should be directed to the Director of AEC.

EQUALITY

In our dealings with customers we will ensure the rights to equal treatment established by equality legislation are upheld. Athlone Education Support Centre does not discriminate on the grounds of age, disability, gender, family status, race, religious belief, sexual orientation and membership of the traveller community.

PRIVACY AND CONFIDENTIALITY

All information, both personal and business, provided by you, will be dealt with in total confidence and in a manner that respects your dignity.

COMMUNICATIONS

- Athlone Education Support Centre will deal with your enquiry promptly and in a helpful, courteous and responsive manner.
- Athlone Education Support Centre will identify ourselves by name on answering the phone.
- All e-mails and phone calls will be answered promptly and usually within 5 working days.

Athlone Education Support Centre is fully committed to providing quality client services.

HOW TO MAKE A COMPLAINT

Our staff are dedicated to providing a professional service and getting things right first time. Despite our best endeavours we recognise that things may not always meet customer expectations. We have a standard procedure in place to ensure that we investigate your complaint fully and fairly.

- Some complaints can be dealt with immediately. Where this is not possible we will acknowledge your complaint in writing or by telephone to confirm that we have understood your concerns correctly.
- We will investigate your complaint and respond within 5 working days of receipt of same. We will also inform you of any actions and endeavour to try satisfying your complaint.
- If you are not satisfied with this response you may raise your concerns and write formally to the Director of Athlone Education Centre.

Please also refer to our **CUSTOMER COMPLAINTS POLICY**

Ratified by the Management Committee: May 5th 2020