



**wwetb**

Bord Oideachais agus Oiliúna  
Phort Láirge agus Loch Garman  
*Waterford and Wexford  
Education and Training Board*

# **Waterford and Wexford Education and Training Board**

Complaints Procedure

## **Customer Complaints Procedure**

### **Our Commitment to Quality Customer Service**

- Waterford and Wexford Education and Training Board (WWETB) is committed to providing the highest levels of service to all our customers in accordance with the principles of Quality Customer Service. This includes our internal and external customers.
- WWETB will endeavour to maintain and improve the standard of our services and to keep errors to a minimum.
- WWETB will ensure that all complaints are dealt with objectively in a consistent, open and fair manner.
- WWETB 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 services.
- All complaints will be directed to, and acknowledged, by a named officer of appropriate grade.
- Appropriate training will be provided to all staff dealing with complaints.
- WWETB recognises that mistakes or delays will occasionally occur.
- Information regarding complaints procedures will be freely available to the public at all points of service delivery and will be publicised by WWETB.
- WWETB's complaints procedures will be straightforward and access will be conveniently available to customers at no cost wherever possible.
- WWETB's complaints procedures will be subject to regular review.
- The Customer Complaints Officer will record all complaints made across the organisation, including those recorded and resolved at local department/school/centre/office level. The details of any complaint received will be anonymised for the purposes of any reporting on outcomes and service improvements to be implemented.
- Provisions will be made for speedy correction of errors and, where required, the making of appropriate redress to the complainant.
- WWETB believes that the most effective way of dealing with complaints is through clear communication and understanding of both parties and it is in the interest of both parties that complaints are resolved at the earliest possible stage.
- 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 complaint in confidence.
- WWETB is subject to review by the Office of the Ombudsman, [www.ombudsman.ie](http://www.ombudsman.ie).

### **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.

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

The Complaints Procedure does not cover:

- Matters of policy and related procedures such as:
  - Complaint Procedure for Parents/Guardians of Students or Adult Learners
  - Bullying Prevention Policy
  - Child Safeguarding Policy and Procedure Further Education and Training
  - Grievance Policy
  - Harassment and Sexual Harassment Prevention 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 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**

This procedure emphasises the resolution of complaints at the earliest opportunity through informal means without recourse to the more formal stages of the procedure. Where a complaint arises, the parties involved are encouraged to strive to understand the other party's position and should seek, as far as possible, a mutually acceptable solution through informal means. A complaint in relation to the quality of service provided by WWETB must be submitted in writing (letter or email). In the first instance, the complaint should be brought to the attention of a staff member in the relevant Department/School/Centre/Office. This can be either the person that you dealt with in relation to the issue, or to the relevant Manager.

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

- Your name and address, e-mail and daytime telephone number.
- Details of your complaint.
- The name of the Department/School/Centre/Office and the official(s) who dealt with you.
- Copies of all relevant documentation/correspondence that you may have relating to the matter.
- If you are making a complaint on behalf of someone else, you need to provide WWETB with their details. (Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

If, for some reason, you do not wish to liaise with the local department/school/centre/office with regard to a specific complaint, you can complete the [Complaints form](#) (link), and the issue will be dealt with by the Customer Complaints Officer. Contact details are contained within the form.

## Dealing with your Complaint

WWETB will treat your complaint confidentially, fairly and efficiently. We will provide a reply having fully considered the nature and extent of the complaint. We believe that the most effective way of dealing with complaints is through clear communication and understanding of both parties and it is in the interest of both parties that complaints are resolved at the earliest possible stage.

- All complaints will be dealt with as follows:
  - Written acknowledgement within 5 working days of receipt
  - Response, within 20 working days (if a comprehensive reply cannot be issued within this timeframe, then an interim reply will be issued, informing you that the matter is continuing to receive attention)
  - We will ensure replies carry details of the contact person and contact telephone number
  - We will ensure that replies will be in clear, simple language.

Where a review/investigation is to be carried out into a matter, this will be conducted by the Customer Complaints Officer, or an Investigating Officer, at an appropriate grade, appointed by the Customer Complaints Officer. The customer will be made aware of the process, which may include interviews with relevant parties and the production of a report, to include the outcome of the review/investigation, including any recommendations to be implemented. The Customer Complaints Officer will determine the level of review/investigation to be carried out, depending on the information provided by the customer.

## Appeals Process

- If you are unhappy with the response you have received from the local Department/School/Centre/Office and wish to take the matter further, please complete the [Complaints form](#) (link) and the issue will then be dealt with by the Customer Complaints Officer, or Investigating Officer. Contact details are contained within the form.
- All complaints received by the Customer Complaints Officer will be dealt with as follows:
  - Written acknowledgement within 5 working days
  - Response, within 20 working days (if this is not possible, we will inform you of the delay and continue to stay in contact with you until the matter is resolved)
  - Where a review/investigation is to be carried out into a matter, the customer will be kept updated on the progress of the investigation/review.

## 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 (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 issue in question, or within 12 months of you becoming aware of the issue in question.

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## Appendix

### **WWETB Complaint Form**

Waterford and Wexford Education and Training Board (WWETB) is committed to providing the highest levels of service to all our customers in accordance with the principles of Quality Customer Service. This includes our internal and external customers. WWETB believes that the most effective way of dealing with complaints is through clear communication and understanding of both parties and it is in the interest of both parties that complaints are resolved at the earliest possible stage.

**Please refer to the WWETB Complaints procedure before completing this form.**

#### **SECTION A: Your Details**

**Surname:** \_\_\_\_\_

**Forename(s):** \_\_\_\_\_

**Title: Mr/Mrs/Miss/Ms if other please state:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Your Email Address:** \_\_\_\_\_

**Daytime Phone Number:** \_\_\_\_\_

**Mobile Phone Number:** \_\_\_\_\_

**Please state by which of the above methods you would like us to contact you:**

\_\_\_\_\_

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**What is your relationship to WWETB? (e.g. staff member, student, parent, members of the public etc.)**

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**SECTION B: Please complete this section if you are completing this form on behalf of someone else. (Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned)**

**Making a complaint on behalf of someone else: Their details**

**Their name in full:** \_\_\_\_\_

**Their address:** \_\_\_\_\_

\_\_\_\_\_

**What is your relationship to them?** \_\_\_\_\_

\_\_\_\_\_

**Why are you making a complaint on their behalf?** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SECTION C: About your complaint (Please continue your answers to the following questions on a separate sheet(s) if necessary).**

**What is the nature of the complaint?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**Describe how you personally or the person you are representing suffered or has been affected?**

_____
_____
_____
_____
<b>What do you think should be done to put things right?</b>
_____
_____
_____
<b>Please indicate if there was an attempt to resolve this issue at local department/school/centre/office level.</b>
<b>Yes</b> <span style="margin-left: 150px;"><b>No</b></span>
_____
<b>Please explain why, in your opinion, it has not been possible to resolve this issue at department/school/centre/office level?</b> _____
_____
_____
<b>If you have any documents to support your issue/complaint, please attach them with this form.</b>
<b>Signature:</b> _____
<b>Date:</b> _____
_____
_____

When you have completed this form, please send it to:

[customercomplaints@wwetb.ie](mailto:customercomplaints@wwetb.ie)

**Customer Complaints Officer:**  
**Dr Karina Daly (Director of Organisation Support and Development)**  
**Ardcavan Business Park**  
**Aradcavan**  
**Wexford**  
**0539123799**