

# Customer Charter



**wwetb**

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

**Introduction:** WWETB is committed to providing a professional, efficient and courteous service to all our customers in accordance with the principles of Quality Customer Service. We are also committed to monitoring and improving the quality of our service to our customers. This Customer Charter outlines the standards that we have set for our organisation.



## Visitors to our Public Offices, Schools and Centres:

- We will ensure that all enquiries are dealt with promptly and efficiently
- We will ensure that you are seen punctually where appointments have been made
- We will treat all customers in a polite, courteous and fair manner
- We will provide facilities which are safe, accessible and maintained to a high standard
- We will respect your privacy and confidentiality



## Telephone Calls:

- We will answer phones promptly and courteously
- We will deal with your query efficiently and professionally and will strive to be as helpful as possible
- We will direct your call to the most appropriate person as quickly as possible and will provide you with the name and contact details of the person who will deal with your query
- If we cannot give you an answer immediately, we will take your details and phone you back at a time that is convenient for you or we will give you the name of the staff member who will call you back



## Letter

- We aim to acknowledge receipt of all such correspondence within 5 working days of receipt, and issue a substantive reply to a query within 20 working days
- Where this is not possible, we will advise you of the reasons for the delay. In particular, complex matters and matters of a legal nature can require longer time frames
- We will provide a contact name, address and telephone number and email addresses in all correspondence issued
- We will write as clearly and simply as possible, keeping technical terms to a minimum. If we use technical terms or acronyms, we will explain them



## E-mail

- We will acknowledge all correspondence within 3 working days and will endeavour to reply within 5 working days or less
- We will ensure all our email correspondence includes a contact name, telephone number and e-mail address
- When your enquiry is relevant to a department within WWETB we will forward your query and inform you that we have done so and to whom it has been forwarded
- We will write as clearly and simply as possible, keeping technical terms to a minimum. If we use technical terms and acronyms, we will explain them
- Every staff member will have a signature containing contact information on their email
- We will notify you by "out of office" email response if a staff member is absent for more than 3 working days and provide you with an alternative contact



## Website

([www.wwetb.ie](http://www.wwetb.ie))

- We will strive to ensure that the information on our website is clear and accurate, and technical terms and acronyms will be explained as appropriate
- We will make it easy to find information, forms and publications on our website/intranet
- We will make it easy to submit a comment, complaint or submission on our website/intranet where applicable
- We will make sure our website/intranet meets accessibility standards
- We will continue to expand our range of online services so that you can access our services at a time and place that is convenient for you



## Help Us to Help You:

- Ensure your name, address and a daytime telephone number or email address is provided in your correspondence
- Be as clear as possible about your enquiry or complaint and give us as much detail as possible
- Please treat our staff politely and with respect
- Give us feedback by making comments, complaints or suggestions about the service you receive and letting us know when we do something well



## Official Language:

- Déanfaimid gach iarracht chun freastal ar chustaiméirí ar mian leo a ngnó a dhéanamh i nGaeilge
- We will deliver our services to customers through Irish and/or bilingually
- We will publish all Office publications bilingually
- We will continue to maintain our website in the Irish and English language
- We will assist you in conducting your business through the Irish language



## How to Complain:

- If you are unhappy with the service provided to you, you have the right to complain. We believe the most effective and fastest way to resolve a complaint and achieve a satisfactory resolution is to deal with the issue at the point where the service was provided. We therefore aim to:
- Deal with all complaints in an open, objective and fair manner
- Ensure that all formal complaints are acknowledged within 5 working days and responded to within 20 working days
- Where the subject matter of your complaint raises complex issues, we will keep you informed of the extended timeframe required
- Availing of our complaints procedure will not prejudice your rights to raise issues with the Ombudsman, within the statutory time.
- Further information on our Complaints Procedure is available on our website at the following link - <http://www.wwetb.ie/customer-charter/>