



COUNTY WICKLOW VOCATIONAL EDUCATION COMMITTEE

Coiste Gairm Oideachais Chontae Chill Mhantáin

CUSTOMER SERVICE CHARTER

WHO WE ARE

Co. Wicklow VEC is a Statutory Body set up under the Vocational Education Act 1930 to provide educational services to the community in the County. The Principal Act has been amended in the intervening period up to and including the Vocational Education (Amendment) Act 2001. The Committee provides a range of educational services through its Second Level Schools, Further Education College, Adult Education Centres and through its Adult and Community Education Programmes. Other services include Grants and Scholarships, School Transport Liaison.

HEAD OFFICE DETAILS

Address: Administrative Offices, Church Street, Wicklow
Telephone: (0404) 60500
Fax: (0404) 62556
E-mail: headoffice@wicklowvec.ie
Website: www.wicklowvec.ie

OBJECTIVE

Co. Wicklow VEC is committed to providing a quality service to its customers both internal and external. The service will be such as to meet their needs both present and in the future.

CUSTOMERS

Our customers are:

Internal: Teaching Staff, Cleaning and Maintenance Staff, Administrative Staff, Childcare Workers, Committee and Sub Committee members, students and all other staff in the employment of the VEC.
External: Members of the General Public, Parents, Students (Grants) Government Departments, other Agencies and Bodies with which the Committee communicates.

It will be the aim to foster a strong ethos of quality customer service in the VEC.

INFORMATION TO CUSTOMERS

Co. Wicklow VEC is committed to providing information on its services, activities and programmes and this will be achieved through a number of different media – electronic, publications, forms, information leaflets, through Freedom of Information and through direct links to its parent Department (Department of Education and Science) and its representative body, the Irish Vocational Education Association and other appropriate agencies and organisations.

TIMELINESS & COURTESY

Co. Wicklow VEC is committed to delivering a quality service to all its customers by ensuring that they are dealt with promptly and with courtesy and sensitivity.

EQUALITY AND DIVERSITY

It is committed to treating all its customers equally irrespective of differences based on gender, marital status, age, disability, race, sexual orientation or religious belief. Co. Wicklow VEC will take all reasonable steps to provide ease of access to people who are physically disabled.

CHOICE

Co. Wicklow VEC is committed to providing choice, where feasible, in service delivery including, location of contact points, opening hours and delivery times. We will endeavour to utilise available and emerging technologies to ensure maximum access and choice, and quality of delivery.

OBLIGATIONS UNDER THE LANGUAGES ACT 2003

Co. Wicklow VEC will fulfil its obligations under the terms of the Act in a positive and proactive manner. It will encourage and grant-aid its staff in their endeavours to become more fluent in Irish.

CONSULTATION WITH CUSTOMERS – EXTERNAL AND INTERNAL

Co. Wicklow VEC is committed to providing a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services, and to ensure meaningful evaluation of service delivery. Customer comments on any aspect of our service will be welcomed.

COMPLAINTS AND APPEALS

Co. Wicklow VEC distinguishes between a complaint made about the quality of service provided and an appeal against a decision made by a staff member.

DEALING WITH COMPLAINTS OF CUSTOMERS

Co. Wicklow VEC will maintain a well publicised, accessible, transparent and simple to use system dealing with complaints about the quality of service provided and ensure that such complaints are dealt with in a consistent fair and transparent manner. If you are not satisfied with the quality of service received you should make a complaint as soon as possible.

APPEALS

Co. Wicklow VEC 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 service. If you are not satisfied with a decision made by a staff member, you should make an appeal to the appropriate Senior Officer.