

**COUNTY WICKLOW VOCATIONAL
EDUCATION COMMITTEE**

Coiste Gairmoideachais Chontae Chill Mhantáin



**CUSTOMER SERVICE
COMPLAINTS PROCEDURE**

Administrative Offices

Church Street

Wicklow Town

Tel: 0404 60500

Email: headoffice@wicklowvec.

Website: www.wicklowvec.ie

CUSTOMER SERVICE COMPLAINTS PROCEDURE



Co. Wicklow VEC is committed to providing all its customers with a high quality service. The standards of service which you can expect are set out in the Customer Charter. If you would like to make any general comments or suggestions regarding our customer services please complete the Comment Card which is attached.

While we work hard to provide a high quality service to our customers sometimes you may feel that our customer service did not meet your expectations. With this in mind, we have put in place a customer service complaints procedure which aims to ensure that customer service complaints are dealt with in a consistent, fair and transparent manner.

WHAT IS COVERED BY OUR COMPLAINTS PROCEDURE?

The Customer Service Complaints Procedure covers complaints about issues such as delays, mistakes, and the delivery of customer services by offices/schools/centres/personnel under the management of Co. Wicklow VEC.

HOW TO MAKE A CUSTOMER SERVICE COMPLAINT

STAGE I - INFORMAL CUSTOMER SERVICE COMPLAINTS

If you are dissatisfied with some aspect of our service, please bring this to the attention of the person that you are dealing with. If you prefer, please ask to speak to their manager who will also try to help as we aim to resolve all difficulties at local level where at all possible. In the case of schools this would be the School Principal and for Centres this will be the Centre or Programme Manager. The staff concerned will try to address your complaint and ensure

that mistakes are resolved. If a mistake has been made or poor service has been provided you can expect to receive an apology.

If you have been unable to resolve the matter to your satisfaction, you may make a formal complaint.

STAGE II - FORMAL CUSTOMER SERVICE COMPLAINTS

If you wish to make a formal complaint you should submit the complaint in writing to the Customer Services Officer, who will arrange to have your complaint investigated by an appropriate Senior Officer. If you require assistance to provide your complaint in writing, please contact the Customer Services Officer by telephone or email and she will make appropriate arrangements for you. In the course of this investigation it will be necessary to contact the person who is the subject of the customer service complaint.

*Ms. Carmel Whelan, Customer Services Officer,
Administrative Offices, Church Street, Wicklow Town,
Tel: 0404 60532: Email: cwhelan@wicklowvec.ie*

INFORMATION YOU NEED TO PROVIDE

The following information must be provided to help us deal with your complaint.

- Your name and address
- The exact nature of your customer service complaint
- The date of the occurrence
- The name of the school/centre/section and, if appropriate, the official(s) with whom you were dealing.
- A daytime telephone number, if you would be willing to be contacted by telephone.
- All relevant documentation or correspondence that you may have.

A form is attached for your convenience.



OUR STANDARDS FOR DEALING WITH CUSTOMER SERVICE COMPLAINTS

- We will treat your complaint fairly, impartially and independently;
- A senior member of staff, other than those originally involved, will investigate your complaint;
- Correspondence about your complaint will be filed in the Customer Services Office;
- An acknowledgement confirming receipt of your complaint will be issued within five working days of receiving it;
- We will investigate your complaint and send a reply to you within 20 working days of the receipt of your complaint. Where it is not possible to meet this target, we will inform you and continue to do so until the matter is resolved;

CAN YOU APPEAL THE OUTCOME OF YOUR CUSTOMER SERVICE COMPLAINT?

If you are unhappy about the outcome of the review by the Customer Service Officer you can appeal the matter in writing to:

Chief Executive Officer
Administrative Offices
Co. Wicklow VEC
Church Street
Wicklow Town



CUSTOMER SERVICE COMPLAINTS FORM

Name: _____

Address: _____

Daytime Telephone Number: _____

Email Address: _____

Exact Nature of your Complaint: _____

School/Centre/Section with whom you were dealing: _____

Person(s) with whom you were dealing: _____

Signed: _____

Date: _____

Please return this form to:
Customer Services Officer
Co. Wicklow VEC, Administrative Offices
Church Street, Wicklow Town



