

Contact Information (optional)

Name: _____

Address: _____

Phone Number: _____

Email: _____

Customer Service Representative

If you would like to make any additional comments or make a formal complaint or if you have any query about our services please contact our Customer Service Representative:

Name: **Joan O'Connell**
Address: **Station Rd., Ennis**
Email: joconnell@clarevec.ie
Phone: **(065) 6828107**
Fax : **(065) 6824928**



COUNTY CLARE VEC, STATION RD., ENNIS

T: (065) 6828107 F: (065) 6824928 info@clarevec.ie www.clarevec.ie



Customer Service Questionnaire

Our VEC is committed to providing a high standard of customer service and we would appreciate if you could take a few moments to complete this questionnaire and return it to us.

The standards of Customer Service for our VEC are outlined in our Customer Charter and Customer Service Plan which are located at reception and also available on our website www.clarevec.ie

We commit to:

- **Examine** all feedback
- **Act** where possible on suggestions
- **Deal** with any complaints
- **Collate** all feedback and **publish** a summary in our annual report

How did you make contact with Clare VEC? Date: _____

Called to office

Letter

Telephone

Email

Other (please specify) _____

Section/office which provided the service to you:

Do you find our opening hours customer-friendly? YES NO

If you answered "no", please suggest how we can improve them: _____

How did you hear about the services of Clare VEC?

Newspaper (name) _____

Referred from school (name) _____

Referred from other organisation eg: FÁS _____

Referred from Adult Education Centre _____

Word of mouth _____ Radio _____ Leaflet _____

Other (please specify) _____

Please rate our service performance in the following areas:

5-Excellent 4-Very Good 3-Good 2-Fair 1-Unsatisfactory

Availability of assistance

Quality of Information delivered

Quality of Service delivered

Were staff friendly and courteous?

Was your query dealt with in a timely manner?

Were the building and facilities clean and well maintained?

If you have a disability/special need, were our services and information accessible to you?

Any further comments on the service you received or suggestions to improve the delivery of our services are greatly appreciated:
