



County Clare Vocational Education Committee

Customer Service Charter



Clare Vocational Education Committee is a professional team, committed to providing through consultation a quality, inclusive and learner-centred education and training service.

To Include:

- * Member of the public including those defined in the Equal Status Act, 2000/Equality Act, 2004
- * Schools and students
- * Staff of other VEC's and public Service Agencies.
- * Parents and Guardians
- * Elected Public Representation
- * Media Representatives
- * State Agencies
- * Commercial & Business Communities
- * Local community, voluntary and development Groups
- * Staff Clare VEC

We are conscious of the differing needs of the above individual groups. They may contact us by letter, fax, email, phone or visiting one of our offices, centres or schools. They can expect the following standards:

Customers Visiting our Offices:-

- We will be polite, courteous and fair in our dealings with you.
- We will respond to your query promptly, and if we are unable to help you, we will try to redirect you to someone who can.
- We will provide public offices that are clean, safe and afford adequate privacy.
- We will seek to facilitate you should you wish to conduct your business through Irish.

Customers Telephoning our Offices:-

- We will respond to your call promptly and will deal with your query in a polite and courteous manner.
- We will be helpful and provide as much information as possible.
- If we cannot deal with your query immediately, we will return your call as soon as possible.

Customers Writing to Us:-

- We will reply to your correspondence within 10 working days.
- We will adopt user-friendly language.
- We will only use technical and official terms when absolutely necessary.
- We will ensure that all replies contain a contact name/telephone number/fax number/e-mail address.

Application Forms and Information Leaflets:-

- We will ensure that information provided is relevant, up-to-date and easily understood.
- We will seek from you, only the necessary information that is essential to a fair and prompt assessment of your application.
- We will ensure that information leaflets/application forms are easy to understand and to complete.

Relevant Legislative Provisions

County Clare V.E.C. as a Statutory Body will implement and uphold all relevant legislation in the provision of services to our Customers.

Note: Our Customer Service Charter operates in conjunction with our Customer Service Action Plan.