



Coiste Gairmoideachais Chontae na Mí
Fiúntas agus Nuálíocht in Oideachas
County Meath VEC
Excellence and Innovation in Education

CUSTOMER SERVICE CHARTER

WHO WE ARE

County Meath 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: Admin. Offices, Abbey Road, Navan, Co. Meath.
Telephone: 046 – 9068200
Fax: 046 – 9029821
E-mail: education@meathvec.ie
Website: www.meathvec.ie

OBJECTIVE

Co. Meath VEC is committed to providing a quality service in an efficient and courteous manner to all our customers.

CUSTOMERS

Our customers are:

- Internal: Administrative Staff, Teaching Staff, Cleaning and Maintenance 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

County Meath 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 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

County Meath 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.

COMPLAINTS

County Meath 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 in writing.

APPEALS

County Meath 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 Chief Executive Officer.

CONSULTATION AND EVALUATION

County Meath 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.

EQUALITY AND DIVERSITY

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

CHOICE

County Meath VEC is committed to providing choice, where feasible, in service delivery including, payment methods, 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

County Meath 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.

BETTER CO-ORDINATION

County Meath VEC is committed to ensuring a more committed and integrated approach to the delivery of its services.

PHYSICAL ACCESS

County Meath VEC will provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

Copies of the Customer Service Charter and Complaint Form are available at Reception.

COMPLAINT FORM

To: Chief Executive Officer,
County Meath VEC,
Abbey Road,
Navan,
Co. Meath.

Details of Complaint:

Person or department dealing with you _____

Name (Block Capitals) _____

Signature _____

Address: _____

Telephone No.: _____

Date: _____



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 at located at reception and also available on our website www.meathvec.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

Please rate our service performance in the following areas:

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

Availability of assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Information delivered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Service delivered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were staff friendly and courteous?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was your query dealt with in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were the building and facilities clean and well maintained?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you have a disability/special need, were our services and information accessible to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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: Lorraine Peyton,
Address: County Meath VEC, Abbey Road, Navan, Co. Meath.
Email: lorraine.peyton@meathvec.ie
Phone: 046-9068201
Fax : 046-9029821

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

Called to office	<input type="checkbox"/>
Letter	<input type="checkbox"/>
Telephone	<input type="checkbox"/>
Email	<input type="checkbox"/>

Other (please specify) _____

Section/office which provided the service to you:

Do you find our opening hours customer-friendly? _____

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

How did you hear about the services of our VEC?

Newspaper (name) _____
Referred from school (name) _____
Referred from other organisation (eg: FAS) _____
Referred from Adult Education Centre _____
Word of mouth _____ Radio _____ Leaflet _____
Other (please specify) _____

Contact Information (optional)

Name: _____

Address: _____

Phone Number: _____

Email: _____

County Meath VEC, Abbey Road, Navan, Co. Meath.

