



etb

Bord Oideachais agus
Oiliúna Thiobraid Árann
*Tipperary Education and
Training Board*

Customer Service Action Plan 2022-2024

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All reviews and amendments will be recorded on the date table below:-

<u>Reviewed/ Amended By</u>	<u>Approved By</u>	<u>Office of Origin</u>	<u>Issue Date</u>
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INTRODUCTION

1.1 Who we are

Tipperary Education and Training Board (TETB) is one of 16 ETBs established under the Education and Training Boards Act 2013. The remit of Tipperary Education and Training Board, as the statutory provider of education for the county is the provision of a comprehensive range of quality education programmes to meet the needs of the community we serve. These include Primary Education, Second Level Education, Post Leaving Certificate Programmes, Further Education, Second Chance Learning, Youth Services, Music Generation, Adult & Community Education and Training Services. In addition, Tipperary ETB plays a significant role in the strategic development of the County through a variety of inter-agency programmes.

1.2 Our Mission

TETB provides a quality education and training service, which creates diverse opportunities enabling learners and communities to unlock their potential.

1.3 Our Vision

To be a progressive organisation that enriches lives, offering innovative education and training opportunities to all.

1.4 Our Values

Inclusive	What it means: Our ways of working create an environment and culture where everyone feels involved, consulted and valued. How it works: listening and being open to others, respecting diversity and valuing alternative views. Being learner-focused and catering for learners needs.
Innovative	What it means: We are open to change and embrace it, recognising that in an ever-changing world we must always be looking for new and better ways of working. How it works: Being forward-thinking, dynamic, progressive, challenging, open to new ideas and responding to learner needs
Professional	What it means: We maintain professional standards of excellence in the delivery of services across our organisation. How it works: Being proficient, working to the highest standards, looking for excellence in all we do for the benefit of all our learners, and, being fully compliant
Respectful	What it means: We treat all others as we would expect to be treated ourselves, we assume positive intent, consider everyone to be of value and treat all with courtesy. How it works: Valuing diversity, demonstrating empathy, fairness, and rewarding effort, treating all equally.

Transparent	<p>What it means: We behave in an open and honest way leaving no doubt in others' minds of the honesty and good intent of our actions.</p> <p>How it works: Being open and transparent, valuing honesty in others, being consistent and accountable.</p>
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1.5 Our Statement of Strategy 2018 - 2022

Our Statement of Strategy sets out the main areas for future planning and development over the plan period. Our Statement of Strategy outlines our mission, our vision and core values which will help develop and assist us to deliver on our strategic goals over the plan period.

[TETB Statement of Strategy 2018-2022 \(IRISH\) - Tipperary Education & Training Board](#)

[TETB Statement of Strategy 2018-2022 \(Eng\) - Tipperary Education & Training Board](#)

OUR STRATEGIC GOALS

GOAL 1	Lead the development of quality provision to meet the education and training needs of learners and the wider community engaging with Tipperary ETB
GOAL 2	Continue to build an effective and progressive organisation and adhere to best practice in Corporate Governance and Compliance
GOAL 3	Develop modern, dynamic learning and working environments, and embrace innovation and technologies in support of learners and staff.
GOAL 4	communicate and collaborate in an effective manner to reinforce inclusivity and promote our organisation

OUR ACTION PLAN

2.1 Our Customers

Our Internal Customers are our employees, our existing learners and students and the elected members of our Board and Committees.

Our External Customers are former and prospective employees, learners, students, key external stakeholders, communities, and visitors to whom we provide a service. Other external customers include statutory bodies, government departments, voluntary bodies and other external groups with whom we interact.

2.2 Purpose of the Customer Service Action Plan

TETB is committed to improving the level of customer service and accepts that all public services should be designed and delivered to meet the needs of the individual, business, or community in a timely and appropriate manner.

The purpose of this plan is to: -

- outline the standards that each customer should expect to receive when availing of any part of the TETB service as in accordance with the Principles of Quality Customer Service as approved by the Irish Government.
- ensure that these principles are adopted and practiced.
- ensure that all staff are aware of the principles of Customer Care.

In the phrasing of our commitments or otherwise, the service standards outlined in this action plan are not intended to create or confer any new legal rights to our customers.

2.3 Our Commitment to Quality Customer Service

TETB is committed to delivering quality customer service. Our commitments and the actions we will carry out to maintain and improve the quality of our customer service are set out below:

Quality Service Standards

- Customer Service Charter and Customer Service Action Plan to be displayed in offices, centres, schools and the TETB website.
- Provide a Customer Service Questionnaire on our website so that we can collect and use feedback to improve our delivery of services.
- All staff, including the Customer Services Officer/s, to be made aware of the Customer Service Charter and Customer Service Action Plan.
- Induction programme for new employees which will include training and information on our Customer Service Initiatives.
- Provide training to staff who have specific external customer facing roles on a regular basis.
- To continue to adhere to the following standards: -
 1. Telephone
 - We will provide a courteous, helpful, friendly, and prompt answering service.

- We will direct your call to the most appropriate member of staff as quickly as possible.
- If we cannot give you information immediately, we will take your details and phone you back at a time that is convenient for you, or we will give your details to the appropriate member of staff.
- An automated telephone service may be in operation at times.

2. Email

- We will acknowledge appropriate correspondence within 7 working days or less and endeavour to reply within 20 working days or less.
- Where it is not possible to issue a reply within 20 working days, we will notify you of the reason for the delay.
- We will ensure that our email correspondence includes a contact name, telephone number and email address.
- When your enquiry relates to a specific department or member of staff, we will forward your email to the appropriate department or staff member and will inform you that we have done so.
- We will ensure to keep email correspondence clear, concise, and easy to read.
- We will notify you by “out of office” email response if a staff member is absent and will provide you with an alternative point of contact.

3. Letter

- We aim to acknowledge receipt of all such correspondence within 7 working days of receipt and endeavour to issue a reply within 20 working days.
- Where it is not possible to issue a reply within 20 working days, we will notify you of the reason for the delay.
- We will provide a contact name, address, email address and telephone number in all correspondence issued.
- We will ensure to keep all correspondence clear, concise, and easy to read.

4. Public Offices, Schools and Centres

- We will treat all visitors to our Public Offices, Schools and Centres in a polite, courteous, and fair manner.
- We will endeavour to ensure that our buildings are safe, clean, and as far as is practicable accessible.
- We will always respect your right to privacy.
- We will deal with all enquiries in a confidential, prompt, and efficient manner.
- We will ensure punctuality in cases where appointments have been made.

5. Online Services

- We will ensure that the information published on our website is clear, accurate and that any technical terms and acronyms will be explained as appropriate
- We will make it easy to submit a comment, complaint, or submission on our website/intranet where applicable
- We will continue to expand our range of online services so that you can access our services at a time and place that is convenient for you

Equality and Diversity

- Promote awareness and provide equality/diversity training, as appropriate, for TETB staff.
- Ensure that all publications are reviewed and comply with equality legislation and good practice.
- Review and develop our recruitment and selection process in line with relevant legislation and good practice.
- Initial queries to be raised with HR in respect of equality, disability, and inclusion.
- Comply with Section 25 of the Disability Act 2005 which requires all Government Departments and Agencies to ensure that parts of their buildings, are as far as practicable, be accessible to persons with disabilities.
- Strengthen our approach to providing support for mental health (psychological) issues within our schools and centres
- Continue to provide flexible working hours to ensure work/life balance.
- Ensure that appropriate supports are in place for refugees, Asylum seekers, immigrants, members of the Traveller community etc. when they attend our schools/centres
- Set up a Public Sector Equality and Human Rights Duty working group
- Ensure that our practices and procedures do not discriminate under the nine grounds:
 1. Gender
 2. Race
 3. Religion
 4. Sexual Orientation
 5. Age
 6. Disability
 7. Marital/Civil Status
 8. Family Status
 9. Membership of the Travelling community or any other ethnic minority.

Accessibility

- Comply with Section 25 of the Disability Act 2005, requiring all Government Departments and Agencies to ensure that parts of their buildings, are as far as practicable, accessible to persons with disabilities
- Carry out Health and Safety audits on our buildings to ensure that all are clean, comfortable and comply with occupational health and safety standards.
- Continue to monitor and improve access to our educational centres, learning programmes and support services by submitting relevant funding requests
- Work with the relevant funder to prioritise the delivery of infrastructural projects at our schools and centres to meet modern education and training needs.
- Ensure that our buildings are equipped with specialist equipment where necessary and that staff are provided with instruction, information, and relevant training on their use.

Information

- Continue to publish information about our programmes, our services and our future plans using a variety of methods such as our website, social media platforms, leaflets and notices in our centres and public offices.
- Ensure that all information we produce is accessible, easy to read and accurate.
- Continue to review and develop the information we provide about our services, our progress and developments within TETB.
- Provide staff information and knowledge sharing on our staff intranet.
- Continue to provide a list of up-to-date contact details for key TETB staff.

Timeliness and Courtesy

- Ensure that our customers are dealt with properly, impartially and with minimum delay.
- Provide our service in a polite and courteous manner.
- Continue to comply with Data Protection and GDPR legislation.
- Continue to foster a climate of mutual respect between TETB Staff and Customers.

Complaints

- Publicise our Complaints Procedure on our website and intranet.
- Ensure that all complaints are dealt with promptly, fairly, impartially and in confidence.
- Ensure that all complaints are dealt with in accordance with GDPR legislation.
- Deal with all complaints within the timeframes set out in our Complaints Procedure.
- Provide training to customer service staff on how to deal with customer complaints.
- The Corporate Services team will monitor complaints and outcomes to ensure that future services can be improved, where necessary.

Appeals

- Publicise our Appeals Procedure on our website and intranet.
- Deal with all appeals within the timeframes set out in our Appeals Procedure.
- Ensure that all appeals are dealt with in accordance with GDPR legislation.

Consultation and Evaluation

- Continue to provide a Customer Service Questionnaire on our website so that customers can give feedback and make comments on the level of service that they have received.
- Develop measures to obtain feedback from staff on the development, delivery and review of our services.
- Consider ways to integrate Customer Service performance into our Annual Report.
- Ensure that feedback from all consultation processes is analysed and taken on board so that delivery of service can be maintained and improved, where required.

- Measure and evaluate performance against commitments in our Customer Service Charter.

Choice

- Ensure that our public offices, schools, centres supply information regarding our services.
- Ensure that our website provides an extensive range of information regarding all our services.
- Implement national agreed strategies for online services for applications, registrations, and methods of payment for our services.
- Examine new technology in order to develop convenient alternative ways of interacting with staff.
- Explore alternative teaching and training methods including online learning to increase flexibility and access for students.

Official Languages Equality

- Facilitate customers who wish to conduct their business through the Irish language, in compliance with the Official Languages Act 2003.

Co-Ordination

- Provide details of TETB departments and services on our website and intranet so that customers know who to contact if they have a query.
- Provide details of departments, services and staff on our intranet so that staff know who to contact if they have a query.
- Provide an Induction programme for new employees.
- Continue to encourage an integrated approach to the delivery of our services across all departments within TETB, our schools, our centres and with external groups such as the Department of Education.

Internal Customer

Our Internal Customers are our employees, our existing learners and students and the elected members of our Board and Committees.

- Continue to recognise staff as an internal customer.
- Support and consult our internal customers in relation to service delivery issues.
- Develop an intranet site for staff of TETB.
- Ensure that staff are always treated with dignity and respect.
- Ensure that internal customers are afforded the same level of courtesy and professionalism by their colleagues that is expected for our external customers.
- Regularly assess our buildings to ensure that they are fit for purpose, and that they comply with Health and Safety legislation.
- Encourage feedback from staff members in relation to access to training and mentoring.

- Review our Continuous Professional Development (CPD) policy in line with strategic priorities and Statement of Strategy for the organisation to support staff in upskilling and continuous learning.
- Encourage staff to apply for internal promotions which may be available.
- Inform and encourage staff to avail of services of the EAS

MONITORING OUR PERFORMANCE

Delivering high quality customer service is a priority for TETB and we commit to monitoring our performance as follows: -

1. Seeking customer feedback and learning from customer complaints to identify areas for improvement.
2. From time to time, carry out staff and customer surveys to ascertain views, progress, and possible improvements to our service delivery.
3. Upon implementation of the Customer Service Charter we will report on our progress on the implementation of this Action Plan in our Annual Report.
4. We will use our Annual Report to report on service standards, performance measures, whether standards have been achieved and steps to improve customer service.