



CUSTOMER SERVICE CHARTER

Our Customer Services Charter sets out the standard of service that our customers can expect from Tipperary Education and Training Board (TETB). We are committed to providing all our customers with a professional, efficient and quality service.

What We Do

TETB provides a comprehensive range of quality education programmes to meet the needs of the community we serve. These include Primary Education, Post Primary Education, Further Education and Training, Youth Services and Music Generation. In addition, TETB plays a significant role in the strategic development of the County through a variety of inter-agency programmes.

Our Customers

TETB works in close partnership with the following customers in order to achieve our goals:

- Our learners
- Staff of TETB
- TETB Committee Members
- Parents and Guardians
- Members of the public
- Members of statutory, voluntary and community groups
- State Agencies

Our Commitment to Our Customers:

Customer satisfaction is very important to us, and we aim to achieve this by:

- Providing a quality service in an efficient and courteous manner to all our customers.
- Ensuring that all our customers are dealt with appropriately, impartially and with minimum delay.
- Providing a courteous, helpful, and prompt response.
- Ensuring that your privacy is always respected.
- Facilitating access for people with disabilities and others with special needs

- Facilitating those customers who wish to conduct their business through the Irish language, in compliance with the Official Languages Act 2003
- Complying with Data Protection and GDPR legislation.
- Complying with Equality legislation.
- Complying with all relevant legislation.
- Providing updated contact information on our website.

How You Can Contact Us

- Telephone
- Email
- Letter
- Fax
- Attending our public offices
- Accessing our website – www.tipperaryetb.ie
- Social Media channels (e.g. Facebook, Twitter, Instagram)

For further information, please refer to our website: [Contact Us - Tipperary Education & Training Board \(etb.ie\)](http://www.tipperaryetb.ie)

Help Us to Help You - We can help you best if you:

- Provide as much information as possible which is relevant to your inquiry.
- Complete all forms carefully and furnish supporting documentation, if required.
- Ensure forms/submissions are signed and submitted in good time.
- Respond promptly to requests for further information/clarifications.
- Make an appointment if you wish to see a particular member of staff.
- Provide feedback and suggestions about the service you receive. If you would like to make any comments or suggestions, please complete the relevant Customer Service Questionnaire which can be found [here: Tipperary ETB Customer Service Questionnaire](#).
- Treat our staff and other customers with courtesy and respect.

What to do if you are not happy with our Customer Service

We aim to deliver the best possible service to all our customers. If you feel that the service provided by TETB falls short of expectations; please let us know and we will deal with your complaint in a fair, consistent and transparent manner.

- We recommend that you contact the member of our staff at the Office/School/Centre concerned to see if your complaint can be resolved. If you are not satisfied with the response you have received, you can contact our Customer Services Officer/s (details outlined below)

Nenagh Office		Clonmel Office	
Name:	Shauna Nolan	Name:	Teresa Ryan
Address:	Tipperary ETB, Church Road, Nenagh, Co. Tipperary.	Address:	Tipperary ETB, Western Road, Clonmel, Co. Tipperary.
Email:	snolan_2@tipperaryetb.ie	Email:	tryan@tipperaryetb.ie
Phone:	067 31250	Phone:	052-6121067
Fax:	067 32273	Fax:	052-6125951

- If you are unhappy about the outcome of the review by the Customer Services Officer/s, you can appeal the matter to the Chief Executive/Delegated Officer.
- **If you are dissatisfied with the outcome of the complaints and appeals procedures, you may request an examination of your complaint by the Ombudsman.**
- More details in relation to our Complaints Procedure can be found on <http://tipperary.etb.ie/about-us/customer-service/>.

The Ombudsman

Please refer to www.ombudsman.ie for further details or alternatively the Office can be contacted at:

Address: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773.
Tel: 01 639 5600

The Ombudsman cannot investigate a complaint if it is made more than 12 months after you initially complained of the action or you became aware of that action, unless there are very special circumstances.

The Ombudsman for Children

If you are a child or young person under 18 or an adult who knows a child who you feel has been unfairly treated, or you are not satisfied with our decision on your complaint, it is open to you to contact the Ombudsman for Children's Office. The Ombudsman for Children's Office can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in dealings with us. Please refer to <https://www.oco.ie/> for further details or alternatively the Office can be contacted at:

Ombudsman for Children's Office,
Millennium House,
52-56 Great Strand Street,
Dublin 1.



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Freephone: 1800 20 20 40

Email: ococomplaint@oco.ie