



BORD OIDEACHAIS  
AGUS OILIÚNA CHIARRAÍ

KERRY EDUCATION  
AND TRAINING BOARD

# Kerry Education & Training Board

CUSTOMER CHARTER



BORD OIDEACHAIS  
AGUS OILIÚNA CHIARRAÍ

KERRY EDUCATION  
AND TRAINING BOARD



Rialtas na hÉireann  
Government of Ireland



## *Our Mission*

Kerry Education and Training Board (Kerry ETB) in partnership with its members, staff and stakeholders are committed to creating and promoting the development of a lifelong learning society in Kerry, so that all who live there have access to the education and training required to fulfil their potential and meet their personal, social, cultural, economic and civic needs.

# Our Commitment to you our Customer

Kerry ETB is committed to providing a professional, effective and responsive service to all our customers. We will treat all our customers with respect and make every effort to ensure that the services we provide reflect your needs and expectations.

This Customer Charter is Kerry ETB's public statement on the levels of service you can expect when dealing with Kerry ETB. This outlines our commitment to you, the customer, and describes:-

1. The level of service you can expect when contacting or visiting Kerry ETB.
2. The level of service you can expect when availing of Kerry ETB services.
3. How your input can contribute to the improvement of our services.

## 1. The level of service you can expect when contacting or visiting Kerry ETB

Whether you write, telephone, e-mail us or call to Kerry ETB in person, we will deal with your enquiry efficiently and promptly and treat you with courtesy and respect.

### *Written Contact*

- Kerry ETB will acknowledge correspondence within 5 working days.
- Kerry ETB will issue a reply within 20 working days. If such a reply cannot be issued within this timeframe, then an interim reply will be issued, informing you that the matter is continuing to receive attention.
- Kerry ETB will ensure replies carry details of the contact person and contact telephone number.

- Kerry ETB will ensure that replies will be in clear, simple language, free from jargon and technical terms as far as possible.

### *E-mail Contact*

- Kerry ETB will ensure that all emails will be acknowledged in accordance with our Email Communication Policy.

### *Telephone Calls*

- Kerry ETB will provide a courteous, helpful, friendly and prompt answering service.
- Kerry ETB reception staff are available to answer telephone calls during office hours.

### *Visiting the Office*

- Kerry ETB will provide clean, accessible public offices, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

## 2. The level of service you can expect when availing of Kerry ETB services

We recognise that different groups of customers will have different priorities when availing of our services and therefore may require specific commitments regarding service levels.

### *Customers with Disabilities*

- Kerry ETB will ensure that the needs of people with disabilities are identified and catered for. Kerry ETB will make every effort to ensure that access to all areas of our buildings and to all of our services is maintained for people with disabilities and others with specific needs.

### *Suppliers*

- We will ensure that payments to suppliers are made in accordance with applicable Prompt Payment legislation and regulations.

### *Service through Irish*

- Kerry ETB will respond in Irish to all written correspondence received in Irish.

- Kerry ETB will respond to telephone calls within one working day by a member of staff who can deal with queries in Irish.
- We are committed to meeting our obligations under the Official Languages Act 2003.

### *Websites/Publications*

- Kerry ETB are committed to the ongoing maintenance and development of our websites to ensure that they are accessible, informative and up to date.
- Kerry ETB will continue the drive for simplification of rules, regulations, information leaflets and procedures.

- Kerry ETB will take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact and meets the requirements of people with specific needs.

### *Equality/Diversity*

- Kerry ETB aims to carry out our services in an impartial manner in accordance with the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community).
- Kerry ETB will treat everyone with respect and dignity.

- Kerry ETB will identify and work to eliminate barriers that prevent services being accessed. An example of this might be social and economic circumstances, and geographical barriers to services.

### *Better Co-Ordination*

- Kerry ETB will foster a more co-ordinated and integrated approach to delivery of public services.

### *Internal Customer*

- Kerry ETB will ensure that staff members are recognised as internal customers and that they will be supported and consulted with regard to service delivery issues as appropriate.

### 3. How your input can contribute to the improvement of our services.

#### Customer Feedback

- Kerry ETB is committed to improving our services. Please refer to our 'Customer Feedback Form' should you wish to suggest ways that we could improve our service. This form can be found on our website also.

#### Customer Complaints

- Kerry ETB is committed to maintaining an accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided and ensuring that such complaints are dealt with in a consistent, fair and transparent manner.
- If you are unhappy with the service you have received and if the issue cannot be resolved to your satisfaction with the staff member or section you have been engaged with, you can make a formal complaint to the Customer Service Officer (see contact details on page 7).

#### How do you make a complaint?

- Complaints can be made in writing. Please complete the Customer Complaint form attached or available on our website.

#### ISSUES NOT COVERED BY CUSTOMER COMPLAINT

1. Any complaint under the Leadership and Management Process.
2. Refusal to enrol or expulsion of students under Section 29 of the 1998 Education Act.
3. Complaints from parents of students (under 18) or students (over 18) against a member of Kerry ETB staff. These issues should be addressed under the "Code of Practice for Dealing with Complaints made by Parent/s, Guardian/s of a students or by a Student (who has reached the age of eighteen) currently enrolled in a school/centre, against a Staff member employed by Kerry Education and Training Board (ETB)" available from the relevant school or centre.

#### Kerry ETB commitments to dealing with Complaints

- Kerry ETB will acknowledge all complaints within 5 working days.
- Kerry ETB will consider all complaints, and issue a reply to your complaint within 20 working days. Where this is not possible, we will send you an interim reply explaining the position and advising you when you will receive a substantive response.
- All complaints will be treated fairly and impartially.
- We will endeavour to learn from mistakes to ensure that errors are not repeated.

#### Appeal Process

- If the complaint has not been resolved to your satisfaction it may be referred for internal review by Kerry ETB. Requests for review should be sent, in writing, within ten working days of the date of the initial decision to Customer Service, Kerry ETB, Centrepoint, John Joe Sheehy Road, Tralee, Co. Kerry or [customerservice@kerryetb.ie](mailto:customerservice@kerryetb.ie).

- It is the policy of Kerry ETB that such internal reviews will be carried out by a more senior staff member than the person who investigated and responded to the initial complaint.
- The Outcome of the request for review will issue within 20 working days. Where this is not possible, we will send an interim reply explaining the position and advising you when the outcome of your request will be received.

#### If the Complaint is still unresolved?

- If, following the review, the complaint is still unresolved to the satisfaction of the complainant it may be referred in writing to the Office of the Ombudsman.

Office of the Ombudsman  
18 Lower Leeson Street, Dublin 2  
Telephone +353 1 639 5600  
LoCall 1890 22 30 30  
Fax 353 1 639 5674  
Email: [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)

# Customer Feedback Form

Your comments are greatly appreciated

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Do you find our opening hours customer-friendly?

yes

no

How did you hear about the services of Kerry ETB?

newspaper

referred from a school

word of mouth

referred from other organisation

radio

referred from Further Education &

social media

Training Centre

other

Contact Information (optional)

Name: 

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Phone number: 

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Email: 

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[Privacy Policy](#)

This form collects your details above so we can process your feedback.

Please see our privacy policy available at [kerryetb.ie/privacy-policy](http://kerryetb.ie/privacy-policy) for more information.

I consent to you collecting my details above.

# Complaint Form

Your Details

First Name: 

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Surname: 

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Address: 

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Contact No: 

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Email: 

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Nature of Complaint

Details of Incident: 

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Did you put your complaint/concern to management/staff present at the time or later?

yes

no

If yes please give details of how and when you did so.

Signature: 

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Date: 

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**Customer Service Officer,**

Kerry ETB,  
Centrepont,  
John Joe Sheehy Road,  
Tralee,  
Co. Kerry.  
V92 P2FE



**Oifigeach Seirbhíse do Chustaiméirí,**

B00 Chiarraí,  
Lárphointe,  
Bóthar John Joe Sheehy,  
Trá Lí,  
Co. Chiarraí,  
V92 P2FE

# Aiseolas Ó Chustaiméirí

Is mór againn do thuairimí

- An bhfuil tú den tuairim go mbíonn ár n-uaireanta  
oscailte áisíúil don chustaiméir?  
 Tá  Níl
- Conas a chuala tú faoi na seirbhísí a sholáthraíonn  
Bord Oideachais agus Oiliúna Chiarraí?  
 Nuachtán  Thar chuir Scoil  
 Ó bhéal duine eile  Thar chuir eagraíocht eile  
 Raidió  Thar chuir Ionad Breisoideachais  
agus Oiliúna  Na Meáin Shóisialta  Eile

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*Faisnéis Teagmhála (roghnach)*

Ainm: \_\_\_\_\_

Uimhir Theileafóin: \_\_\_\_\_

Ríomhphost: \_\_\_\_\_

*Polasat Príobháideachais*

Bailítear do chuid sonraí ar an bhfoirm seo chun go  
mbeítear ábalta d'fhiosrú a phróiseáil.

Féach ar an bPolasat príobháideachais atá againn le  
haghaidh tuilleadh eolais.

Toilim mo chuid sonraí a bhailiú.

# Foirm Ghearáin

*Do Shonraí*

*Cineál An Ghearáin*

Céadainm: \_\_\_\_\_

Sloinne: \_\_\_\_\_

Seoladh: \_\_\_\_\_

Uimh. Theagmhála: \_\_\_\_\_

Ríomhphost: \_\_\_\_\_

Sonraí faoin Teagmhas: \_\_\_\_\_

\_\_\_\_\_

An bhfuil sé amhlaidh gur chuir tú do ghearán/d'údar

imní in iúl d'aon bhainisteoirí nó d'aon bhaill fóirne a  
bhí i láthair ag an am nó ina dhiaidh sin?  Tá  Níl

Má tá, tabhair sonraí faoi conas agus cén uair a rinne

tú amhlaidh.

Síníú: \_\_\_\_\_

Data: \_\_\_\_\_



### 3. Conas is féidir le d'ionchur cabhrú le feabhas a chur ar ár seirbhísi.

#### Aiseolas ó Chustaiméiri

- Tá an Bord tiomanta dar seirbhísi a fheabhsú. Baint úsáid as ár 'bhFoirm Aiseolais ó Chustaiméiri' dá mba mháith leat bealaí a mhóladh ina bhfeadfaimís ar seirbhísi a fheabhsú. Is féidir an fhoirm sin a fháil ar ár suíomh gréasáin chomh maith.

#### Gearáin ó Chustaiméiri

- Tá an Bord tiomanta do chóras atá inrochtana, trédhearcach agus simplí le húsáid a choinneáil ar bun chun déileáil le gearáin faoi chaighdeán na seirbhíse a sholáthraítear agus dá chinnítí go ndéileálfar le gearáin den sórt sin ar bhealach comhsheasmhach, cothrom agus trédhearcach.
- Mas rud é go bhfuil tú míshásta leis an tseirbhís gearán foirmitíúil a dhéanamh chug an Oifigeach Seirbhíse do Chustaiméiri (féach na sonraí teagmhála ar leathanach 7).

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#### Conas is féidir gearán a dhéanamh?

- Is féidir gearáin a dhéanamh i scríbhinn. Comhlánáigh an fhoirm Gearáin ó Chustaiméiri, atá faoi iamh nó atá ar fáil ar ár láithreáin gréasáin.

#### SAINCHEISTEANNA NACH GLÚDAITTEAR FAOI

#### GHEARÁN Ó CHUSTAIMÉARA

1. Aon ghearán faoin bPróiseas Ceannaireachta agus Bainistíochta.
2. Aon ghearán faoi chinnítí dílútu do dháltaí a rollú nó faoi chinnítí dáltaí a dhibirt faoi alt 29 den Acht Oideachais, 1998.
3. Gearáin a fhaightear ó thuismitheoirí dáltaí (faoi bhun 18 mbliana d'aois) nó ó na daltaí féin (os cionn 18 mbliana d'aois) in aghaidh ball foirne de chuid BOO Chiarraí. Ba cheart déileáil leis na saincheisteanna seo faoin "gCód Cleachtais maidir le déileáil le Gearáin arna ndéanamh ag Tuismitheoirí) nó Caomhnóirí) an Dalta nó ag Dalta (atá ocht mbliana déag d'aois nó níos sine) atá rollaithe faoi láthair i scoil/in ionad in aghaidh Ball Foirne atá fostaithe ag Bord Oideachais agus Olltúna Chiarraí(BOO)" atá ar fáil ón scoil chui nó ón ionad cúl.

#### Na gailleanais ón mBord maidir le déileáil le Gearáin

- Admhóidh an Bord gach gearán laistigh de 5 lá oibre.
- Déanfaidh an Bord breithniú ar gach gearán agus eisoidh sé freagra ar an ngearán laistigh de 20 lá oibre. Mura féidir é sin a dhéanamh, seolfaimid freagra eatramhach chugat ina mineofar an scéal agus ina gcuirtear tú ar an eolas faoi cén uair a gheobhaidh tú freagra substainteach.
- Déileálfar le gach gearán ar bhealach cothrom agus neamhchlaonta.
- Déanfaimid ár ndícheall foghlaim ó aon bhotúin chun a chinnítí nach ndéanfar iad arís.

#### An Próiseas Achomhairc

- Murar réitíodh an gearán chun do shástachta, feadfar é a tharchur lena athbhreithniú inmheánach ag an mBord. Ba cheart iarraidí ar athbhreithniú inmheánach a dhéanamh i scríbhinn laistigh de dhéich lá oibre ón dáta fuarthas an cinneadh tosáigh agus ba cheart iad a sheoladh chug An tSeirbhís do Chustaiméiri, Bord Oideachais agus Olltúna Chiarraí, Lárhoimne,

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Bóthar John Joe Sheehy, Trá Lí, Co. Chiarraí nó chug customersevice@kerryetb.ie.

- Is é beartas an Bhoird go mbeidh gach athbhreithniú inmheánach faoi stíúir ag ball foirne atá níos sinsearaí ná an duine a rinne imscrúdu ar an ngearán agus a thug freagra air sa chéad áit.
- Eisíofar an Toradh maidir le hiarraidh ar athbhreithniú laistigh de 20 lá oibre. Sa chás nach féidir sin a dhéanamh seolfaimid freagra eatramhach ina ndéanfar an seasamh a mhíniú agus ina gcuirtear in iúl duit an uair a mbeidh toradh d'iartrata ar fáil.

#### Cad a tharlóidh má tá an Gearán fós gan réiteach?

- Mas rud é, tar éis an athbhreithnithe, go bhfuil an gearán fós gan réiteach chun sástachta an ghearánaigh, féadfar an ní a tharchur i scríbhinn Oifig an Ombudsman
- 18 Sráid Líosain Íochtarach, Baile Atha Cliath 2 Teiléafón +353 1 639 5600
- Facs 353 1 639 5674
- Íosghlao 1890 22 30 30, Facs 353 1 639 5674
- Ríomhphost: ombudsman@ombudsman.gov.ie

## 2. An leibhéal seirbhíse a gheobhaidh tú nuair a bhainfidh tú leas as seirbhísi an Bhoird

Aithnímid go mbeidh tosáiochtaí difriúla ag grúpaí difriúla custaiméirí agus leas á bhaint acu as ár seirbhísi agus, dá bharr sin, go bhféadfadh go dtéastódh uathu gealltanais shonracha maidir le leibhéal seirbhíse.

- Tabharfaidh baill foirne de chuid BOO Chiarraí, atá ábalta déileáil le fiosruithe i nGaeilge, freagra ar ghlaonna teiliféoin laistigh d'aon lá oibre.
- Táimid tiomanta dár n-óibleagáidí faoi Acht na dTeangacha Oifigiúla 2003 a chomhlíonadh.
- Tá BOO Chiarraí tiomanta dár suíomhanna gréasáin a chothabháil agus a fhorbairt ar bhonn leannúnach chun a chinntiú go mbeidh sé inrochtana, faisnéiseach agus cothrom le dáta.
- Leanfaidh an Bord leis an bhfeachtas ar son rialacha, rialacháin, bileoga faisnéise agus nósanna imeachta a shimpliú.

### *Custaiméirí faoi Mhíchumas*

- Cinnteoidh an Bord go sainnithneofar riachtanais na ndaoine faoi mhíchumas agus go bhfreastalófar orthu. Déanfaidh an Bord a dhícheall a chinntiú go mbeidh daoine faoi mhíchumas agus daoine eile a bhfuil riachtanais shonracha acu in ann dul isteach i ngach cuid dár bhfoirgnimh agus go mbeidh siad in ann ár seirbhísi go léir a rochtain.
- Cinnteoidh go ndéanfar focaíochtaí le soláthraithe i gcomhréir leis an reachtaíocht agus na rialacháin focaíochtaí Prasa is infheidhme.

### *Soláthraithe*

- Tabharfaidh BOO Chiarraí freagra i nGaeilge ar gach comhfhreagras a thaghtear i nGaeilge.

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- Glacfaidh an Bord cur chuige réamhghníomhach i leith faisnéis a sholáthar atá soiléir, tráthúil agus cruinn, atá ar fáil ag gach pointe teagmhála, agus ina bhfreastalaitéar ar dhaoine a bhfuil riachtanais shonracha acu.
- Féachfaidh an Bord lenár seirbhísi a chur i gcrích *Comhionannas/Eagsúlacht* ar bhealach neamhchlaon i gcomhréir leis an reachtaíocht comhionannais (faoi na forais maidir le hinscne, stádas pósta, stádas teaghlaiigh, claonadh gnéasach, creideamh reiligiúnach, aois, míchumas, cine agus ballraíocht den Lucht Siúil).
- Caitimidh an Bord le gach duine le meas agus le dínit.

### *Comhionannas/Eagsúlacht*

### *Comhordú Níos Fearr*

- Cothóidh an Bord cur chuige níos comhordaithe agus níos comtháite i leith soláthar seirbhísi poiblí *An Custaiméir Inmheánach*
- Cinnteoidh an Bord go n-aithneofar gur custaiméirí inmheánacha iad baill foirne agus go dtabharrfar tacaíocht dóibh agus go rachfar i gcomhairle leo i dtaca le saincheisteanna soláthar seirbhíse de réir mar is cuí.

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# Ár nGealltanas duitse mair Chustaiméir

Tá an Bord tiomanta do sheirbhís atá gairmiúil, éireachtach agus freagrúil a sholáthar dar gcustaiméirí go léir. Caitífmíid lenár gcustaiméirí go léir le meas agus déanfaimid ár ndícheall a chinntiú go mbeidh na seirbhísi a sholátráimíd ag teacht leis na riachtanais agus na hionchais atá agat.

Is é atá sa Chairt Custaiméirí seo an ráiteas poiblí ón mBord maidir leis na leibhéil seirbhíse a gheobhaidh tú agus tú ag déileáil leis an mBord. Leagtar amach inti ár ngealltanas duitse, an custaiméir, agus cuirtear síos inti ar na nithe seo a leanas:-

1. An leibhéal seirbhíse a gheobhaidh tú nuair a dhéanfaidh tú teagmháil leis an mBord nó nuair a thabharfaidh tú cuairt orainn.

2. An leibhéal seirbhíse a gheobhaidh tú nuair a bhainfidh tú leas as seirbhísi an Bhoird.

3. Conas is féidir le d'ionchur cabhrú le feabhas a chur ar ár seirbhísi.

1. An leibhéal seirbhíse a gheobhaidh tú nuair a dhéanfaidh tú teagmháil leis an mBord nó nuair a thabharfaidh tú cuairt orainn

Cibé acu a scríobhfaidh tú chuig an mBord, a chuirfidh tú glao orainn, a sheolfaidh tú ríomphost chugainn nó a thabharfaidh tú cuairt orainn i bpearsa, déileálfaimid le d'fhiosrú ar bhealach éifeachtúil pras agus caitífmíid leat le cúirtéis agus le meas.

- A mhéid is féidir é, cinnteoidh an Bord go mbeidh freagraí scríofa i dtéanga sholáir

- Tá foireann fáilithe BOO Chairraí ar fáil chun glaonna teileafóin a fhreagairt le linn uaireanta oifige.

## Quairt a thabhairt ar an Oifig

- Soláthróidh an Bord oifigi poiblí atá glan agus inrochtana, ina gclóitear le caighdeáin cheirde agus sábháilteachta agus, mar chuid de sin, ina n-éascaítear daoine eile a bhfuil riachtanais shonracha acu dul isteach iontu.

- **Teagmháil i Scríbhinn**  
Admhóidh an Bord aon chomhfhreagras laistigh de 5 lá oibre.

- Eiseoidh an Bord freagra ar aon chomhfhreagras laistigh de 20 lá oibre. Mura féidir freagra iomlán a eisiúint laistigh den treimhse ama sin, eiseofar freagra eatarmhach chugat ina gcuirtear in iúl duit go bhfuilimid ag obair ar an ní go fóill.

- Cinnteoidh an Bord go mbeidh sonraí an teagmhálaí agus uimhir theileafóin teagmhála tugtha i ngach freagra.

## Glaonna Teileafóin

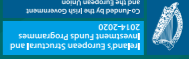
- Soláthróidh an Bord seirbhísi cuidoíúil agus caitríúil. Freagartha atá pras, cúirtéiseach, tuisceán agus caitríúil.

# Ár Míseán

I gcompháirt lena chomhaltai, lena bhallí foirne agus lena gheallsealbhoírí, tá Bord Oideachais agus Oiliúna Chiarraí (an Bord) tiomanta do shochái foghlama ar feadh an tsaoil i gCiarraí a chruthú agus d'fhorbairt na sochái sin a chur chun cinn chun go mbeidh rochtain ag gach duine a chónaíonn ann ar an oideachas agus ar an oiliúint a theastaíonn chun go mbeidh siad in ann ian a gcumais a bhaint amach agus chun freastal ar a riachtanais phearsanta, shóisialta, chultúrtha, eacnamaíocha agus shibhialta.



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Ireland's European Structural and  
Investment Funds Programme  
2014-2020  
Co-funded by the Government  
and the European Union



EUROPEAN UNION  
Investing in your future  
European Social Fund



Rialtas na hÉireann  
Government of Ireland



Department of Education

SEIRBHÍ DO CHUSTAIMÉIRÍ

# Bord Oideachais agus Oiliúna Chiarraí

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