



etb

Bord Oideachais agus
Oiliúna Thiobraid Árann
Tipperary Education and
Training Board

CUSTOMER SERVICE COMPLAINTS PROCEDURE

Our Commitment to Quality Customer Service

Tipperary Education and Training Board is committed to providing you with a high quality service. We will endeavour to maintain and improve the standard of our services and to keep errors to a minimum. However, we recognise that mistakes or delays will occasionally occur.

If you are not satisfied with our services, you should let us know so that we can work to improve them. We welcome your feedback and will deal with your complaints in confidence.

What is covered by our Complaints Procedure?

The Complaints Procedure covers complaints about issues such as delays, mistakes and poor customer services by TETB.

What is not covered by our Complaints Procedures?

The Complaints Procedure does not cover:

- Matter of policy.
- Matters which are the subject of litigation.
- Matters which have been referred to the Ombudsman or Information Commissioner.

How to make a Complaint

A complaint in relation to the quality of service provided by TETB (in Irish or English) can be made in person, by telephone, by fax, in writing or e-mail.

In the first instance, the complaint should be brought to the attention of our staff in the department/centre concerned, either orally or in writing. The staff there will try to resolve your complaint without delay.

If your complaint cannot be resolved by our staff or, if you are unhappy with the response you received, you should contact either of our Customer Service Officers:

Nenagh Office		Clonmel Office	
Name:	Ms. Bernie Harty	Name:	Ms. Teresa Ryan
Address:	Tipperary ETB, Church Road, Nenagh, Co. Tipperary.	Address:	Tipperary ETB, Western Road, Clonmel, Co. Tipperary.
Email:	bharty@tipperaryetb.ie	Email:	tryan@tipperaryetb.ie
Phone:	00353 67 31250	Phone:	0035352 612 1067
Fax:	00353 67 32273	Fax:	0035352 612 5951

Information you will need to provide:

- Your name and address, email and day time telephone number.
- Exactly what you are dissatisfied with.
- The name of the department/centre and the official(s) who dealt with you.
- If your complaint is complicated, you may find it best to put it in writing so that no important detail is overlooked. Remember to send us copies of all relevant documentation/correspondence that you may have.
- All complaints must be submitted in writing or e-mail

What steps will be taken in dealing with your complaint:

TETB will treat your complaint confidentially, fairly and efficiently. We will provide a reply having fully considered the nature and extent of the complaint. It is in the interest of TETB that complaints are resolved at the earliest possible stage. All complaints received by the Customer Services Officer will be dealt with as follows:

Response from the Customer Services Officer:

- Written acknowledgement within 5 working days;
- Respond, using plain language, within 20 working days (if it is not possible to meet this target, we will inform you and continue to do so until the matter is resolved);
- The response will provide a contact name, telephone number and email address.

Appeal: If you are unhappy about the outcome of the review by the Customer Services Officer you can appeal the matter to:

Nenagh Office		Clonmel Office	
Name:	Mr. Liam McGrath, A.P.O.,	Name:	Mr. Frank Bermingham (A.P.O.)
Address:	Tipperary ETB, Church Road, Nenagh, Co. Tipperary.	Address:	Tipperary ETB, Western Road, Clonmel, Co. Tipperary.
Email:	lmcgrath@tipperaryetb.ie	Email:	fbermingham@tipperaryetb.ie
Phone:	00353 67 31250	Phone:	0035352 6121067

Appeal Procedure:

1. All appeals must be submitted in writing.
2. An acknowledgement confirming receipt of an appeal will issue within 1 week of its receipt.
3. If a customer remains dissatisfied with the response of the Chief Executive / Delegated Officer they may lodge a complaint with the Tipperary Education and Training Board for resolution.

Role of the Office of the Ombudsman:

If you are dissatisfied with the outcome of the complaints and appeals procedures you may request an examination of your complaint by the Office of the Ombudsman. Contact Details:

Address: 18 Lower Lesson Street, Dublin 2
Tel: 01 6785222

Website: www.ombudsman.gov.ie
Fax: 01 6610570.