

Longford County Childcare Committee Customer Charter

Introduction

The purpose of this customer charter is to set out the standard of service and behaviour which should underpin our interactions with all customers. This Customer Charter has been compiled in line with the 12 Guiding Principles of Quality Customer Service, as published by the Department of Public Expenditure and Reform. The Customer Action Plan setting out Longford CCC's plan to implement these principles is available in Appendix 1.

Customer Commitments

Longford CCC is fully committed to providing a professional, efficient, courteous, quality service to all our customers. CCCs play a vital role in the local delivery of the Early Learning and Care and School Age Childcare programmes and contribute to the implementation of Government policy. The personnel of the Longford CCC seeks to assist and support all customers in relation to Early Learning and Care and School Age Childcare. Our aim is to promote a service always acting with diligence, efficiency and courtesy and equality of treatment to everyone we deal with.

How we treat your information

- Longford CCC will deal with enquiries with confidentiality, courtesy, sensitivity and minimum delay, giving contact names in all communications to ensure ease of ongoing communications. Longford CCC will endeavor to ensure that the information it provides - in person, by phone, e-mail, print, social media or website is clear, up-to-date and accurate.

Compliment, Comments and Complaints

- If you wish to give feedback, complain or comment about the service provided by Longford CCC we will treat your communication seriously and deal with it promptly as per our Longford CCC Complaints Policy which can be found on our website at www.longfordchildcare.ie and available on request.
- If you wish to give feedback, complain or comment in relation to the Early Learning and Care and/or School Age Childcare sector, the Longford CCC will try to assist you in finding a resolution with the service/ agency if possible and/or signpost you to the relevant agency to escalate your complaint further.

How to Submit Compliments, Comments or Complaints

All correspondence is dealt with confidentially but cannot be submitted anonymously.

- Visit CCC office at Longford County Childcare Committee, Richmond Street, Longford, N39 YY75. Longford CCC will ensure that your privacy is respected and that all matters will be dealt with confidentially.
- Contact by Phone on 043 33 42505. Longford CCC is available to answer your calls during normal office hours (9am-5pm) Monday to Friday.
- Correspondence by Letter to Longford County Childcare Committee, Richmond Street, Longford, N39 YY75 or email at enquiries@longfordchildcare.ie. Longford CCC will acknowledge receipt of any communications within 3 working days. Longford CCC will ensure that a substantive reply will follow within 15 days working days of initial receipt.

Timeliness & Courtesy

Longford CCC will approach all our interactions with you in a professional manner, promoting an environment of confidentiality, courtesy, sensitivity and mutual respect with minimal delay.

Transparency

Longford CCC is committed to transparency in all of its decision-making processes and will deal with customers in a conscientious and transparent manner ensuring impartiality at all levels.

Access & Communication

Longford CCC will ensure that all information is accessible and user-friendly methods of communication including our website and a range of social media. Longford CCC will ensure that all available information is accessible in electronic format and we will provide accurate information, using clear and simple language that is relevant to the enquiry.

Physical Access

Longford CCC offices are accessible to the public, ensure privacy, comply with occupational and safety standards and facilitate access for people with disabilities and others with specific needs.

Official Languages

Longford CCC will make every effort to accommodate our customers who wish to conduct their business through either of the official languages (English & Irish).

Equality/Diversity

Longford CCC will ensure full adherence to the right to equal treatment established by equality legislation, and will accommodate diversity, in line with the areas covered by existing and future legislation.

Better Coordination

Longford CCC commits to linking and coordinating in a flexible manner with other structures/agencies at national/regional/local level as appropriate to help advance better coordination of the types of services that we deliver.

Customer Responsibilities

- To make our service better, we ask that you:
- Have certain information ready
- Give full information
- Give accurate information
- Treat our staff with courtesy and respect

How to Contact Us

Address for Correspondence: Longford County Childcare Committee, Richmond Street, Longford, N39 YY75

Website details: www.longfordchildcare.ie

Telephone: 043 33 42505

Email: enquiries@longfordchildcare.ie

April 2021



We Value Your Opinion

Longford CCC will welcome and take on board as appropriate any feedback you may provide to help us to continuously improve our service delivery and in our role of identifying good practice for others. To give us feedback on any of our services or a specific service provided to you, please call us on 043 33 42505 or email us at enquiries@longfordchildcare.ie.

The CCC Complaints Policy found on our website sets out the procedure for you to follow should you be unhappy with any part of the service that we provide. We aim to acknowledge receipt of your complaints within 3 working days and a more substantive answer within 15 working days. If it is not possible to answer your query within these timeframes we will communicate with you to keep you advised of our progress.

As you will note in the policy, there is the option of having the decision or response reviewed by the CCC Chairperson.

If you are still not satisfied with the response provided, it is possible for you to refer the matter to the Office of Ombudsman. Details provided below:

Office of the Ombudsman
6 Earlsfort Terrace,
Dublin 2,
D02 W773.

T: +353 1 639 5600
LoCall: 1890 223 030
info@ombudsman.ie

Appendix 1: Longford CCC Customer Action Plan

Longford CCC is fully committed to providing a professional, efficient, courteous, quality service to all our customers. The personnel of the Longford CCC seeks to assist and support all customers in relation to Early Learning and Care and School Age Childcare. Our aim is to promote a service always acting with diligence, efficiency and courtesy and equality of treatment to everyone we deal with.

The Role of Longford County Childcare Committee

Longford CCC support and assist families and early learning and care and school age childcare providers with childcare matters at local county level. They are a Department of Children, Equality, Disability, Integration & Youth-funded support.

A key role of the Longford CCC is to facilitate and support the development of quality, accessible early learning and care and school age childcare services for the overall benefit of children and their parents by taking a child-centered and partnership approach.

Longford CCC is often the first point of contact for service providers and parents in relation to Early Learning and Care and School Age Childcare initiatives such as the national childcare funding programmes and the national practice frameworks; Síolta & Aistear.

Quality Customer Service Initiative ("QCS")

The Department of Public Expenditure and Reform ("DPER") developed a Quality Customer Service Initiative whereby public service organisations must ensure that they are providing the highest level of service to all its customers in accordance with 12 principles of quality customer service.

Longford CCC is completely committed to providing this excellent level of service and to following the below mentioned principles:

12 Principles of Quality Customer Service (As published by DPER, 2000)

1. Quality Service Standards

Longford CCC will publish a customer charter that outlines the nature and quality of service which the customer can expect when dealing with the Longford County Childcare Committee. The information will be readily available to all customers on our website.

2. Equality/Diversity

Longford CCC will ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by 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). Identify and work to

eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

3. Physical Access

Longford CCC 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.

4. Information

Longford CCC will take a proactive approach in providing information that is clear, timely and accurate; that is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by information technology is fully availed of and that the information available on our websites follows the guidelines on web publication.

5. Timeliness & Courtesy

Longford CCC will approach all our interactions and delivery services with you in a professional manner, promoting an environment of courtesy, sensitivity and mutual respect. Longford CCC will endeavour to deal with all issues in a timely manner.

6. Complaints

Longford CCC will maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided. Our complaints policy is available on our website and is available on request.

7. Appeals

Longford CCC will similarly, maintain a formalized, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

8. Consultation & Evaluation

Longford CCC will welcome and take on board as appropriate any feedback you may provide to help us to continuously improve our service delivery and in our role of identifying good practice for others.

9. Choice

Longford CCC will provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. CCC will use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

10. Official Languages Equality

Longford CCC will make every effort to accommodate our customers who wish to conduct their business through either of the official languages (English & Irish).

11. Better Co-ordination

Longford CCC commits to linking and coordinating in a flexible manner with other structures/agencies at national/regional/local level as appropriate to help advance better coordination of the types of services that we deliver.

12. Internal Customer

Longford CCC will ensure CCC's personnel are recognised as internal customers and that they are properly supported and consulted about service delivery issues.

Measuring & Evaluating Performance

Longford CCC employs a range of mechanisms to measure and evaluate our performance against the standards set out in our Customer Charter and Action Plan annually, to ensure that we continue to deliver the highest levels of service to our customers. In monitoring our performance, we will:

- Review our performance against feedback received both formal and informal
- Use internal information management systems to inform our customer service policies
- Comply with all applicable health and safety standards or regulations and carry out safety audits and disability audits.

Service Standards

- Our CCC Customer Charter outlines in broad terms the level of service all customers of Longford CCC are entitled to expect.
- To support us to meet the commitments in our Customer Charter, Longford CCC strives to evaluate the performance of its customer service based on feedback both formal and informal. Longford CCC will actively invite feedback at different opportune moments.

Performance Indicators

- Keep all customers fully informed of the standards of service they can expect to receive from us.
- Maintain a focus on equality/diversity issues throughout CCC.
- Allow easy and full access, where authorised, to our buildings for those customers with disabilities and/or specific needs.
- Provide clear, timely and accurate information which is fully accessible for any customers with specific needs.
- Publish useful and relevant information on our website, in line with guidelines in terms of accessibility and official languages equality.
- Treat customers with courtesy and endeavour to handle all enquiries as promptly and as efficiently as possible.
- Longford CCC personnel will introduce themselves when meeting and dealing with customers.
- Treat complaints promptly, fairly, impartially and in confidence.
- Fully investigate all complaints where possible and provide a prompt reply to the complainant



- Where this is not possible, an interim reply will be given, explaining the reason for the delay, and advising when a substantive response will issue.
- Should the complainant so require, keep details of the complainant private in line with our retention period on our GDPR policy.
- Keep multiple contact options open for Longford CCC customers including in person, telephone numbers, e-mail and website.

Training

We recognise that for all personnel to provide a quality service they must be familiar with the policies and practices outlined in the Customer Action Plan and with the commitments given in our Customer Charter. We are fully committed to investing in appropriate customer service training for CCC personnel.

How to Contact Us

Address for Correspondence: Longford County Childcare Committee, Richmond Street, Longford, N39 YY75

Website details: www.longfordchildcare.ie

Telephone: 043 33 42505

Email: enquiries@longfordchildcare.ie

Reviewed by: Carrieann Belton

Date: 16 April 2021

Signed: *Carrieann Belton*

Agreed and ratified by the board on: 26 April 2021

Signed by Chairperson: Antonella Taaffe

Signature: *Antonella Taaffe*

Reviewed by Belton on 1/9/2023 - no change

April 2021

