

# CMETB CUSTOMER CHARTER



**cmetb**

Bord Oideachais agus Oiliúna  
an Chabháin agus Mhuineacháin  
Cavan and Monaghan  
Education and Training Board

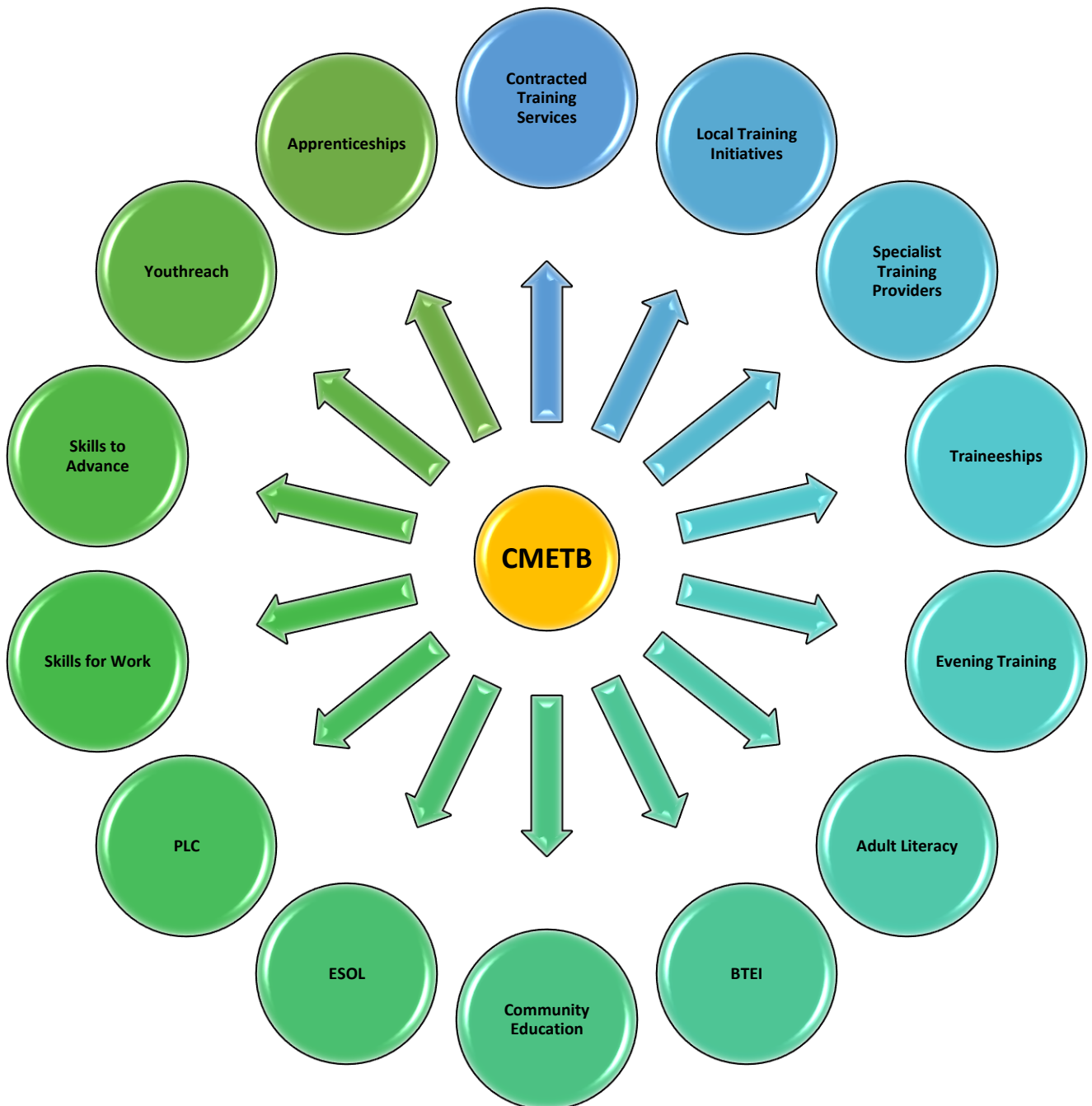
## CMETB Mission Statement

The Mission of CMETB is to provide quality education and training for young people and adults through a professional, inclusive and innovative approach.

## Commitment to a Quality Service

CMETB is committed to providing a professional, courteous and efficient service to all our customers in line with the principles of quality customer service delivery. In addition, we are committed to monitoring and improving the quality of services we offer to our customers here in CMETB. In this context, this charter outlines the levels of Customer Service you can expect from the team here in CMETB.

## Further Education & Training Service Types





## Communication Methods



We will ensure that all customers of CMETB will be assisted to the best of our ability

We will ensure that you will receive a prompt response in relation to your queries

We will treat all our customers with confidentiality, respect and fairness

We will provide facilities which are accessible and suitably maintained



We will answer phones promptly and courteously

We will deal with your query in a timely and professional manner.

We will direct your call to staff who are best placed to assist you

If we cannot answer your query immediately, we will take your contact details and call you back at a time that is convenient for you.

CMETB staff will be available to answer call during office hours



We will provide you with correspondence details on all letters issued to you.

We will write in clear and simple english to ensure that there is no confusion on what is being communicated.

We aim to acknowledge and respond to all communications within one week of receipt

Where the query is complex, we will write to advise of status and the reason for delays.



We will make sure that our website and social media platforms offers clear and accurate information on the business of CMETB

We will make sure our website meets accessibility standards

We will continue to expand our range of online services so that you can access them from anywhere, anytime

We will make it easy to submit correspondence via our online platforms.



We will ensure that all of our emails will contain contact details for reply

If we need to forward your email we will inform you which member of staff it has been forwarded to

We will write in clear and simple english which is free from jargon to ensure that there is no confusion on what is being communicated

All staff will have a signature that will contain contact details

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## Service through Irish/Seirbhís i nGaeilge

We will respond in Irish to all communications written in Irish  
Telephone calls will be responded to within one working day, by a member of the team that can deal with queries through the medium of Irish



## Equality & Diversity

CMETB will conduct services in an impartial manner in accordance with equality legislation. All CMETB customers will be treated with respect and dignity and CMETB will work with our customers to remove any barriers that prevent access to any of our services.



## Internal Customers

CMETB recognises that our staff members are our internal customers and as such we will ensure that they are consulted and supported with respect to service delivery

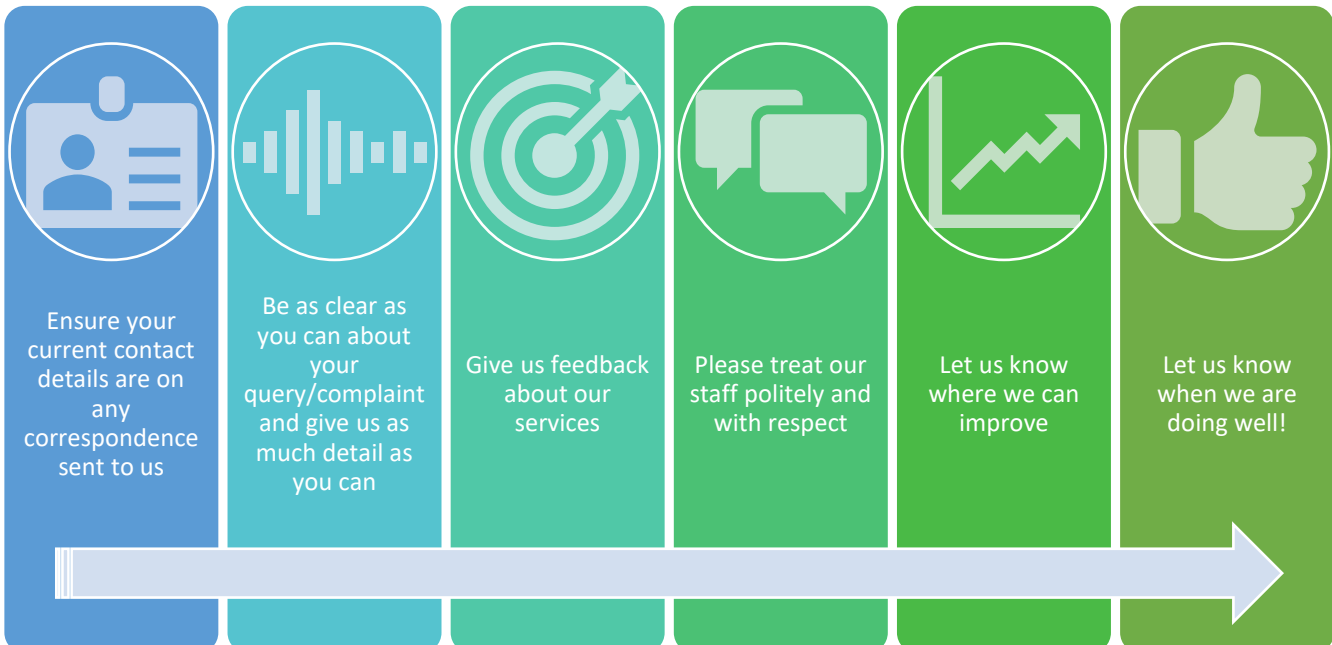


## Customer Complaints

CMETB is committed to accessible and transparent system of dealing with customer complaints.

If you are unhappy with the service you have received within CMETB, please forward your complaint too xxxxxxx

Help us to help you...



Social Media Platforms

