



etb

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

COMPLAINT FORM

NAME OF COMPLAINANT: _____

ADDRESS: _____

TEL. NO: _____

DETAILS OF COMPLAINT:

SIGNED: _____

COMPLAINANT

DATE: _____

See overleaf for procedure

FOR OFFICAL USE

Complaint received on _____ (date)

Complaint acknowledged on _____ (date)

by _____ (ETB Officer)

Cavan and Monaghan ETB will maintain a transparent and simple-to-use system of dealing with complaints about **the quality of service** provided and ensure that such complaints are dealt with in a consistent, fair and transparent manner.

Complaints should be dealt with and/or difficulties resolved as close to the ground/source/school/centre as possible. Should that prove impossible/unsuccessful, customers can direct comments and complaints to the Chief Executive, who will:

- Have the complaints investigated in a fair and impartial manner
- Be responsible for the customer complaints procedure

Procedure:

- All complaints must be submitted in person or in writing on the ETB official Complaint Form, first to School/Centre Principal/Manager
- Acknowledgement of the complaint will be issued by the ETB within 5 working days
- Should the matter/complaint/difficulty not be resolved locally, it can be referred to the Chief Executive who will investigate the matter and issue a decision as soon as practicable thereafter

If you are dissatisfied with the outcome, you may lodge a complaint with the ETB and, if necessary, the Department of Education & Skills. If you are not satisfied with the outcome of a complaint made to Cavan and Monaghan ETB, you may request the Ombudsman to review your case. For information and procedures on how to make a complaint, follow the link www.ombudsman.ie

Note

Complaints about individual members of staff are dealt with under the “Code of Practice for dealing with complaints by parents of students (under 18) or students (over 18) against a member of CMETB staff”.

Complaints re Workplace Bullying or Harassment/Sexual Harassment or Workplace Grievances are dealt with under other Policy Documents.



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APPEAL FORM

NAME OF APPELLANT: _____

ADDRESS: _____

TEL. NO: _____

REASON FOR APPEAL:

SIGNED: _____

APPELLANT

DATE: _____

See overleaf for procedure

FOR OFFICAL USE

Appeal received on _____ (date)

Appeal acknowledged on _____ (date)

by _____ (ETB Officer)

Cavan and Monaghan ETB will maintain a transparent and simple to use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

Procedures:

- All appeals must be submitted in person or in writing on the ETB official Appeal Form to Cavan and Monaghan ETB, Market Street, Monaghan. *(Exception: separate appeal system operates for teachers in respect of promotion posts.)*
- Acknowledgement of the appeal will be issued by the ETB within 5 working days
- The Chief Executive will investigate the matter and issue a decision to you as soon as practicable thereafter

If you are dissatisfied with the outcome, you may lodge a complaint with the ETB and, if necessary, the Department of Education & Skills. If you are not satisfied with the outcome of an appeal made to Cavan and Monaghan ETB, you may request the Ombudsman to review your case. For information and procedures on how to make a complaint, follow the link www.ombudsman.ie



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COMMENT FORM

Please take a few minutes to complete this Comment Form

1. What service are you commenting on?

2. How satisfied were you with the quality of service you received?

____ very satisfied ____ satisfied ____ dissatisfied ____ very dissatisfied

3. Did you receive a prompt and efficient service?

Yes ____ No ____

4. Were you treated in a friendly and courteous manner?

Yes ____ No ____

5. Any comments or suggestions for improving the quality of service?

Name: _____ Tel No: _____

Address _____

Date _____



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Customer Service

The standard of service which you can expect from
Cavan and Monaghan ETB is set out in our
Customer Service Charter

If you would like to make any additional comments, suggestions or a complaint or if you have any query about the ETB's services, please feel free to complete the Comment Form, Complaints/Appeal Form provided and hand to any member of staff.

Your comments are appreciated.