



**etb**

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

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# **CUSTOMER SERVICE CHARTER**

## **A. Appeals**

Cavan and Monaghan Education and Training Board (ETB) will maintain an accessible, transparent and simple-to-use system of appraisal/review for all our customers who are dissatisfied with decisions in relation to our services.

### **Procedures**

All appeals must be submitted in person or in writing to the Chief Executive (CE) on the ETB official appeal form. (*Exceptions: separate appeal system operates for teachers in respect of promotion posts and appealing the refusal to enrol and expulsion of students under Section 29 of the 1998 Education Act.*)

Acknowledgement of the appeal will be issued by the ETB within 5 working days

Cavan and Monaghan ETB is committed, where possible thereafter, to activate the earliest possible intervention to bring about a resolution to the issue in question.

If a customer is dissatisfied with the outcome, they may lodge a complaint with the ETB and, if necessary, the Department of Education & Skills. If dissatisfied with the outcome, a customer may then request the Ombudsman to review their case. See [www.ombudsman.ie](http://www.ombudsman.ie)

### **Review of Appeals**

- (i) Periodic review of existing system
- (ii) Examine alternative or new mechanisms for processing appeals in conjunction with customer service principles
- (iii) Following the findings of appeals, procedures may be modified

## **B. Consultation, Delivery and Evaluation**

Cavan and Monaghan ETB is committed to evaluation of its service delivery and will conduct surveys on specifically identified issues

## *Customer Service*

### **CHOICE**

- Customer information leaflets, comment form, complaint/appeal forms are available at all Centres
- Customers can access information on services in a variety of ways e.g. telephone, correspondence, in person, e-mail, website, media releases, adverts, school/centre prospectus
- Dedicated telephone number is available for particular services e.g. adult guidance service, Principal, Deputy-Principal, Year-Head

### **BETTER CO-ORDINATION**

- Internal communication system for provision, transfer and sharing of information
- Web-site updated regularly
- System in place to ensure all queries are routed to the appropriate section

### **INFORMATION**

Cavan and Monaghan ETB is committed to providing information in a clear, timely and accurate manner.

We provide accurate, up-to-date and comprehensive information on job opportunities within the ETB through a range of media (national and local press, web-site, notices to schools/centres, etc).

Applicants will be given information on their performance at interview, if requested

Information leaflets provide customers with details of services available, eligibility criteria, conditions relating to grants, etc. Information leaflets are constantly reviewed to ensure that they are up-to-date, accurate and easily understood.

The Freedom of Information Act, 1997 gives everyone legal rights to seek access to official information. The Act is designed to allow public access to information held by public bodies that is not routinely available through other sources. While the Act has not yet been commenced within the ETB sector, Cavan and Monaghan ETB will ensure that Freedom of Information requests are processed within the framework set down in the legislation.

## ***CUSTOMERS***

Cavan and Monaghan ETB has a broad range of customers, which can be considered under two headings:

| <b><u>Internal Customers</u></b>  | <b><u>External Customers</u></b>   |
|---|--|
| CE, Principals, Deputy Principals, Assistant Principals, Directors of Adult Education, Special Duties Teachers, Teaching Staff, Special Needs Assistants, Tutors, Co-Ordinators, Managers, Community Education Officers, Adult Literacy Organisers, AEO, Caretakers, Maintenance Staff, Administrative Staff, BTEI Tutors, Outdoor Education Instructors and Students | Members of the general public, government departments and bodies, suppliers, contractors, consultants and other agencies |

Cavan and Monaghan ETB and its staff recognise the importance of all customers and the interdependence between the various departments/sections/levels of the organisation. Staff appreciate the need to deliver a quality, efficient and effective service to all customers, internal and external.

### **EVALUATION**

Cavan and Monaghan ETB conducts regular meetings to evaluate its service e.g. Principals/Managers with CE, Adult Education Staff with CE, CEF with public, Principals with parents, CE with administrative staff.

### **OFFICIAL LANGUAGES**

ETBs (formerly VECs) are listed as public bodies under the terms of the Official Languages (Equality) Act 2003.

The following lists current practice as implemented by Bord Oideachais agus Oiliúna an Chabháin agus Mhuineacháin:

- Interviews for positions in the ETB's Gael Cholaiste (Coláiste Oiriall) are conducted through the medium of Irish
- Provision at interview for Irish-speaking applicants for all of the ETB's posts to be interviewed 'as gaeilge'
- Bilingual Signage and Stationery in ETB's Schools and Centres
- Staff are aware of Irish language aids available on-line

- Bord Oideachais agus Oiliúna an Chabháin agus Mhuineacháin financially supports students who wish to attend the Gaeltacht to improve their proficiency in the language
- Official documentation/correspondence to/from ETB's Gael Choláiste (Coláiste Oiriall) is 'as gaeilge'

### **PHYSICAL ACCESS TO OUR SERVICES**

Current legislation requires all public bodies to ensure that all buildings are accessible to people with disabilities. Cavan and Monaghan ETB fully subscribes to these regulations and assesses all its Centres to ensure that they are wheelchair friendly and accessible to all.

People with disabilities may apply for any position in Cavan and Monaghan ETB for which they hold the basic entry requirements. It is our policy to ensure that recruitment and selection activity is carried out in accordance with our core principles of fairness, equality and merit-based selection. We will ensure that applications are fully considered on the basis of abilities, qualifications and suitability for the work in question. All reasonable efforts are made to accommodate requirements or special needs to enable full participation and fairness in the selection process.

We advertise all open recruitment competitions in the career pages of the national daily and local newspapers, relevant professional or specialist journals and our website.

### **QUALITY SERVICE STANDARDS**

Cavan and Monaghan ETB staff are committed to providing a quality public service in an efficient and courteous manner to all our customers.

#### **When you visit our centres we will ensure that:-**

- You are treated with courtesy
- Your enquiry will be dealt with promptly
- Your privacy will be respected

Our Reception, Waiting and Interview Rooms will be safe, clean and well maintained and accessible for people with disabilities.

We recommend that you make an appointment, in advance, if you wish to meet a member of Staff.

Smoking, by law, is prohibited in all our centres.

Services available at Cavan and Monaghan ETB are displayed on the websites (one composite website is in the development stage). The website also contains up-to-date news and current information on vacancies, courses, etc.

Schools/Centres produce prospectuses indicating courses/services available.

### **EQUALITY AND DIVERSITY**

Policy Statement to ensure the rights to equal treatment covered by equality legislation (gender, marital status, family status, sexual orientation, religious belief, age, disability, race, membership of the Travelling Community) is available.

Promote and facilitate access to services for people from disadvantaged backgrounds

Centres are accessible for disabled persons.

### **TIMELINESS & COURTESY**

All administrative staff receives written guidelines re customer service and professional conduct

All queries are dealt with promptly

A consulting room is available at Cavan and Monaghan ETB HQ to afford more privacy and respect to customers

A Comment Form has been designed for customers' use

### **COMPLAINTS/APPEALS**

A complaints/appeals procedure is available at all our Centres. Complaint/Appeals Forms available at Reception.

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".

**The Office of the Ombudsman**

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](http://www.ombudsman.ie)

## **Cavan and Monaghan ETB Services**

Cavan and Monaghan ETB is committed to providing choice in service delivery including payment methods, location of centres/services and opening hours. We will endeavor to utilise available and emerging technologies to ensure maximum access and choice and quality of delivery.

### **Administrative Offices**

**Monaghan** – Head Office – Market Street, Monaghan, Co. Monaghan  
Tel. 047 30888

Email address – [info@cmetb.ie](mailto:info@cmetb.ie)

Opening Hours: Monday to Thursday – 9.00am to 5.00pm  
(to the public) (Closed 1 – 2pm)  
Friday – 9.00am to 4.00pm

**Cavan** – Sub-Office – Church View Square, Cavan Co. Cavan.

Tel. 049 433 1044

Email address – [info@cmetb.ie](mailto:info@cmetb.ie)

Opening Hours: Monday to Friday – 9.00am to 5.00pm  
(to the public) (Closed 1 – 2pm)

### **Website**

Cavan and Monaghan ETB website ([www.cmetb.ie](http://www.cmetb.ie)) will be an important and effective reference source for information about the organisation and its services and the information must be timely, accurate, user-friendly and accessible. The website will facilitate on-line information on all ETB services including staff vacancies, application forms, etc. The composite website is in development stage. In the meantime, the following addresses will apply – [www.monaghanvec.ie](http://www.monaghanvec.ie) and [www.cavanve.ie](http://www.cavanve.ie)

There are links on the website to the ETB parent body - Department of Education and Skills and the ETB's representative body – Education and Training Boards Ireland (ETBI). There are other useful links included.

### **Co. Monaghan**

#### **Schools**

- [Ballybay Community College](#) 042 9741093
- [Beech Hill College, Monaghan](#) 047 81200
- [Castleblayney College](#) 042 9740066
- [Coláiste Oiriail, Muineachán \(lán-Gaeilge\)](#) 047 72344
- [Inver College, Carrickmacross](#) 042 9661282
- [Largy College, Clones](#) 047 51132



## **Centres**

- Monaghan Institute 047 84900
- YOUTHREACH, Knockaconny, Monaghan 047 83554
- YOUTHREACH, Moraghy, Castleblayney 042 974 49516
- YOUTHREACH, Carrickmacross 042 96 73906
- Tanagh Outdoor Education Centre 049 555 2988
- Garage Theatre 047 81597

## **Co. Cavan**

### **Schools**

- Breifne College, Cootehill Road, Cavan 049 433 1735
- St. Bricin's College, Belturbet 049 952 2170
- St. Mogue's College, Bawnboy 049 952 3112
- Virginia College, Virginia 049 854 7050
- Cavan Institute, Cathedral Road, Cavan 049 433 2633

## **Centres**

- YOUTHREACH, Moynehall, Cavan 049 436 1573
- YOUTHREACH, Market Street, Cootehill 049 555 2561
- YOUTHREACH, 1 Lower Main Street,  
Kingscourt 042 966 8248
- Education Unit, Loughan House, Blacklion,  
Co. Cavan 071 983 6000

## **Programmes**

- Adult Education
- Community Education
- Adult Literacy & Basic Education
- VTOS
- Adult Education Guidance & Information Service (AEGIS)

- Skills for Work
- Sport & Recreation
- Youth Work Service
- Monaghan School of Music
- Student Grants & Scholarships
- Peace III