

Customer Charter

CMETB is committed to providing a professional, efficient and responsive service to all of our customers in accordance with the Principles of Quality Customer Service.



Cumhachtú trí fhoghlaim agus dul chun cinn do chách

Empowerment through learning and progression for all

Customer Commitments

When contacting us or visiting CMETB premises, we will:

- Treat all customers in a polite, courteous and fair manner, respecting their privacy and confidentiality.
- Direct customers to the service they need.
- To the best of our ability, provide accessible offices, comply with health and safety standards and facilitate access for people with disabilities and others with specific needs.
- Meet our obligations under the Official Languages Act 2021.
- Inform customers of their rights, entitlements, and responsibilities.
- Carry out our services in accordance with the Equal Status Act and the Employment Equality Act.
- Listen to feedback and provide a timely response to complaints.

Seirbhís trí Ghaeilge

- Déanfaimid gach iarracht chun freastal ar chustaiméirí ar mian leo a ngnó a dhéanamh i nGaeilge.
- We will make every effort to accommodate people who wish to conduct their business through the Irish language.
- We will maintain our website in the Irish Language.

Telephone

- We will answer phone calls promptly and courteously.
- We will deal with queries efficiently and professionally and will strive to be as helpful as possible.
- We will direct calls to the most appropriate person and will provide callers with the name and contact details of the person who will deal with their query.
- If we are unable to provide the information required, we will take your details and phone you back or we will give you the name of the staff member who will call you back.
- We will provide clear, accurate and comprehensive information on all our programmes and services.

Visitors

- We will ensure that all enquiries are dealt with promptly and efficiently.
- We will ensure that visitors are seen punctually where appointment has been made.
- We will provide facilities which are safe, accessible and maintained to a high standard.

Website (www.cmetb.ie)

- We will strive to ensure that there is clear, accurate information on all of our services on our website.
- We will make it easy to find information, forms and publications on our website.
- We will make it easy to submit a comment, complaint or submission on our website.
- We will make sure our website meets accessibility standards.
- Use clear Plain English in our application forms, information leaflets and written communications.

Written Communication including email

- We will acknowledge correspondence within 5 working days and issue a reply within 20 working days.
- If a reply cannot be issued within this timeframe, an interim reply will be issued advising of the reasons for the delay.
- We will provide a contact name, address, telephone number and email address in all correspondence issued.
- We will write as clearly as possible, using Plain English, keeping technical terms to a minimum. If technical terms or acronyms are used, we will explain these.
- Every staff member will have a signature on their emails with their contact information.
- We will notify you by an “out of office” response if a staff member is absent and provide you with an alternative contact.

Comments and Complaints

- If a customer is unhappy with the service provided to them, they have the right to complain.
- We aim to deal with all complaints in an open, objective and fair manner.
- Ensure that all formal complaints are acknowledged within 5 working days and responded to within 20 working days.
- Where the subject matter of a complaint raises complex issues, we will keep the complainant informed of the extended timeframe required.
- Availing of our Complaints Procedures will not prejudice a person’s right to raise issues with the Ombudsman, within the statutory time. Further information on our Complaints Procedures can be found on www.cmetb.ie

Appeals

- At CMETB, if a customer is not satisfied with a decision made by a staff member, they may make an appeal to the appropriate Senior Officer, who will deal with the complaint in a consistent, fair and transparent manner.
- Further information on our Appeals Procedures can be found on www.cmetb.ie

Help us to Help you

- In correspondence, please provide your full name, address and a telephone number / email address.
- Be clear about your enquiry or complaint and give as much detail as possible.
- Please treat our staff with courtesy and respect.

Contact Us

Customer Service, CMETB, Administration Centre,
Market Street, Monaghan, H18 W449

T: 047 30 888

E: info@cmetb.ie

W: www.cmetb.ie