



msletb

Bord Oideachais agus Oiliúna
Mhaigh Eo, Shligigh agus Liatroma
Mayo, Sligo and Leitrim
Education and Training Board

Mayo, Sligo and Leitrim Education and Training Board

CUSTOMER SERVICE ACTION PLAN

MSLETB,
Corporate Services Department,
Newtown,
Castlebar,
Co. Mayo
F23 DV78

DOCUMENT CONTROL SHEET

Business Unit	Corporate Services, MSLETB
Work Category	Customer Service Charter
Document Title	Customer Service Charter
Document No.	V2

Rev (per footer)	Status	Author(s)	Reviewed By	Approved By	Office of Origin	Issue Date
V1- D01	D01	JK	OR/JK	SMT 6 th December 2019 Noted by Board 10 th December 2019	HQ, Castlebar	10 th December, 2019
V2	D01	JK	OR/PH	SMT 10 th January, 2022 Noted by Board 18 th February, 2022	HQ, Castlebar	18 th February, 2022

1.0 Contents

- 1. INTRODUCTION..... 4
- 2. CUSTOMER SERVICE ACTION PLAN..... 5
- 3. MSLETB CORE VALUES 9
- 4. COMPLAINTS..... 10

1. INTRODUCTION

Mayo, Sligo and Leitrim Education and Training Board (MSLETB) was established on the 1st July 2013 under the *Education and Training Boards Act 2013*. The new organisation saw the merger of County Mayo Vocational Education Committee, County Sligo Vocational Education Committee and County Leitrim Vocational Education Committee to form the new Education and Training Board (ETB). In 2014, the Training Centres in Sligo and Ballina formerly operated by FÁS / SOLAS were incorporated into MSLETB. MSLETB is committed to providing opportunities for life and living across the region.

We continue to work with partners and stakeholders to improve the delivery of education and training services, to lead and to respond effectively to ever-changing emerging needs locally, nationally and internationally. We strive to provide excellence in all that we do and are committed to improving the level of customer service to meet the needs of the individual, businesses and the community.

OUR CUSTOMERS	
INTERNAL CUSTOMERS	EXTERNAL CUSTOMERS
Administrative Staff & Teaching Staff	Students and / or their parents / guardians
Cleaning Staff & Maintenance Staff	Adult learners
Board Members	Communities throughout the region
All other staff in the employment of MSLETB	Young people and youth workers
	Government Departments & other Agencies and Bodies with whom MSLETB communicates

MSLETB is dedicated to openness and transparency in all aspects of our work. This ranges from how we develop policy to our engagement with individuals, businesses, community the Departments of Education and Further and Higher Education, Research, Innovation and Science.

2. CUSTOMER SERVICE ACTION PLAN

Measuring and Evaluating Performance

Our customer service performance is monitored and measured against the 12 Principles for Quality Customer Service for customers and clients of the Public Service, our commitments as set out in our Customer Charter and the number of complaints we receive. Set out below are each of the twelve Principles for Quality Customer with our actions.

Principal	Summary and Actions by MSLETB
Quality Service Standards	<p>Summary: Publish a statement that outlines the nature and quality of service which customers can expect and display it prominently at the point of service delivery.</p> <p><u>Action by MSLETB:</u></p> <ul style="list-style-type: none"> • Quality is identified as one of MSLETB’s Core Values. Our Customer Charter reflects our commitment to delivering the highest quality of service in all MSLETB activities. • Our Charter is published on our website www.msletb.ie and available at our reception areas / entrance to all buildings.
Equality/Diversity	<p>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.</p> <p>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.</p> <p><u>Action by MSLETB:</u></p> <ul style="list-style-type: none"> • We are committed to ensuring equal delivery to all customers, without discrimination. We adhere to the principals as defined by the Employment Equality and Equal Status Legislation. • We provide a co-educational, multid denominational environment for all students and learners.

<p>Physical Access</p>	<p>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.</p> <p><u>Action by MSLETB:</u></p> <ul style="list-style-type: none"> • We continue to work to ensure that our offices meet physical access needs for all our customers and are constantly working on improving our buildings. • MSLETB’s Access Officer is available to address any questions or issues to facilitate access for people with disabilities and others with specific needs.
<p>Information</p>	<p>Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact and meets the requirements of people with specific needs.</p> <p>Ensure that the potential offered by information technology is fully availed of and that the information available on MSLETB web sites follows the guidelines on web publication.</p> <p>Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.</p> <p><u>Action by MSLETB:</u></p> <ul style="list-style-type: none"> • We work to proactively provide information in a clear, timely, accurate and fully assessable way to all of our clients. • We publish all relevant information on our website, and have a strong presence on social media to ensure our message is delivered.
<p>Timelines and Courtesy</p>	<p>Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.</p> <p>Give contact names in all communications to ensure ease of ongoing transactions.</p> <p><u>Action by MSLETB:</u></p> <ul style="list-style-type: none"> • We ensure that all customers are treated with courtesy and that all enquiries are dealt with as soon as possible. • We will ensure that all emails contain the relevant contact details.

Complaints	<p>Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.</p> <p><u>Action by MSLETB:</u></p> <ul style="list-style-type: none"> Any complaints to MSLETB will be viewed with impartiality and dealt with promptly.
Appeals	<p>Similarly, maintain a well-publicised, accessible, transparent and simple-to-use system of appeal/review for learners/customers who are dissatisfied with decisions in relation to services.</p> <p><u>Action by MSLETB:</u></p> <ul style="list-style-type: none"> All appeals will be escalated to the appropriate manager to ensure that all customers are satisfied with the decision making process of the organisation.
Consultation and Evaluation	<p>Provide a structured approach to meaningful consultation with, and participation by, the learner/customer in relation to the development, delivery and review of services.</p> <p>Ensure meaningful evaluation of service delivery.</p> <p><u>Action by MSLETB:</u></p> <ul style="list-style-type: none"> We continue to consult with stakeholders in an effort to learn and improve our services.
Choice	<p>Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times.</p> <p>Use available and emerging technologies to ensure maximum access and choice and quality of delivery.</p> <p><u>Action by MSLETB:</u></p> <ul style="list-style-type: none"> By the very nature of our structure, we are flexible in our approach to the delivery of services. Courses are designed to meet the requirements of learners, offering full time, part time and evening classes.
Official Languages Equality	<p>Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.</p>

	<p><u>Action by MSLETB:</u></p> <ul style="list-style-type: none"> • We continue to work on our delivery of the Official Languages Scheme. • MSLETB’s Annual Reports, Service Plans and Strategy Statement are published in both English and Irish. • We have staff available to deal with callers who may wish to correspond through Irish.
<p>Better Co-ordination</p>	<p>Foster a more co-ordinated and integrated approach to delivery of public services.</p> <p><u>Action by MSLETB:</u></p> <ul style="list-style-type: none"> • We continue to work with all our stakeholders, including our learners, to strengthen our approach to the delivery of services.
<p>Internal Customer</p>	<p>Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.</p> <p><u>Action by MSLETB:</u></p> <ul style="list-style-type: none"> • We value our team at MSLETB and will continue to collaborate and consult with them to ensure they are properly supported and consulted in regard of our service delivery plans.

3. MSLETB CORE VALUES

Our core values support us in our commitments to continually improve the quality of learning experiences for all learners. They enhance our capacity to do our work well in our dealings with external and internal customers.

MSLETB Core Values



Quality

We will:

- ▶ Strive for excellence in all that we do
- ▶ Actively seek and recognise new standards and ways to improve our service
- ▶ Evaluate the suitability of our systems, structures and programmes to identify and implement opportunities for improvement



Professional

We will:

- ▶ Treat everyone with respect and in a professional manner in accordance to our governance principles
- ▶ Promote a positive image both inside and outside of the organisation
- ▶ Encourage and engage in continuous development
- ▶ Reflect on our work and revise our work practices



Collaboration

We will:

- ▶ Empower all those in MSLETB to work in a collaborative manner to maximise the value of the service we provide our learners
- ▶ Trust all those in MSLETB to act with integrity and behave ethically
- ▶ Seek out opportunities to enhance communication with our learners and colleagues



Proactive

We will:

- ▶ Look to be solution focused, flexible and open to new ideas
- ▶ Endeavour to respond who everybody who contacts the ETB
- ▶ Use relevant data and endeavour to make our service responsive in meeting the needs of our people

4. COMPLAINTS

Customers who are not satisfied with our services have the right to complain. At MSLETB we acknowledge that there is always room for improvement and welcome feedback.

How to make a complaint?

1. Complaints must be made in writing and will be acknowledged within 5 days.
We will endeavour to respond to your complaint within 15 days of receipt.
Please send your complaint to customerservice@msletb.ie or by post to Customer Service, Complaints Section, MSLETB, Newtown, Castlebar, Co. Mayo, F23 DV78.
2. The response will provide a contact name, telephone number and email address.

Appeals Process

If you are not satisfied with the response to your complaint, you may contact the Head of Corporate Services, MSLETB, Head Office, Newtown, Castlebar, Co. Mayo, F23 DV78 who will investigate the complaint on your behalf.

If the matter is not resolved, you can appeal the response to the Ombudsman.

Appeal to Ombudsman

The Office of the Ombudsman examine complaints from people who feel they have been unfairly treated by a public service provider. The Ombudsman will only deal with a complaint after it has first been dealt with through the internal complaints systems of MSLETB. The details for the Office of the Ombudsman are as follows:

Postal Address:

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

Phone: 01 – 6395600**Lo-call:** 1890 22 30 30**Fax:** 01 – 6395674**Email:** complaints@ombudsman.ie**Website:** www.ombudsman.ie