



BORD OIDEACHAIS AGUS OILIÚNA  
**CHILL DARAGUS CHILL MHANTÁIN**  
**KILDARE AND WICKLOW**  
EDUCATION AND TRAINING BOARD

## **Kildare and Wicklow Education and Training Board Customer Charter**

At Kildare and Wicklow Education and Training Board we strive to provide excellent customer service to all individuals and organisations who interact with our operations.

We strive to deliver services that are accessible, responsive, and of the highest quality. Our goal is to meet and exceed your expectations, serving you with professionalism and integrity. We are mindful of our Public Sector Duty in accordance with Section 42 of the Irish Human Rights and Equality Commission Act 2014. It says that a public body must, in the performance of its functions, have regard to the need to: eliminate discrimination, promote equality of opportunity and treatment of its staff and the persons to whom it provides services.

This Customer Charter is Kildare and Wicklow ETB's public statement on the levels of service you can expect when dealing with our ETB. It outlines our commitment to you, the customer, and describes:

1. The level of service you can expect when contacting or visiting Kildare and Wicklow ETB.
2. The level of service you can expect when availing of our ETB services.
3. How your input can contribute to the improvement of our services

### **Our Commitment to you:**

The level of service you can expect when contacting or visiting Kildare and Wicklow ETB

Whether you write, telephone, e-mail us or call to Kildare and Wicklow ETB in person, we will deal with your enquiry efficiently, effectively and treat you with courtesy and respect.

#### **1. Written Contact**

Kildare and Wicklow ETB will acknowledge correspondence within 5 working days.

Kildare and Wicklow ETB will issue a reply within 20 working days. If such a reply cannot be issued within this timeframe, then an interim reply will be issued, informing you that the matter is continuing to receive attention. Kildare and Wicklow ETB will ensure replies carry details of the contact person and contact telephone number. Kildare and Wicklow ETB will ensure that replies will be in clear,

simple language, free from jargon and technical terms as far as possible.

## **2. E-mail Contact**

Kildare and Wicklow ETB will ensure that all emails will be acknowledged and dealt with in prompt manner. The customer will be made aware of who is responsible for handling their email and how their query will be resolved.

## **3. Telephone Calls**

Kildare and Wicklow ETB will provide a courteous, helpful, friendly and prompt answering service. Kildare and Wicklow ETB reception staff are available to answer telephone calls during office hours. An answering service will operate outside of office hours.

## **4. Information and Personal Information**

We will provide information on our services, activities and programmes for both our external and internal customers. We will provide information that is clear, timely, simple and accurate and meets the requirements of people with specific needs.

As per the Official Languages Act 2003, our information will be available in both Irish and English

All personal information will be treated in a confidential manner and Kildare and Wicklow ETB will only use the information gathered for the purposes for which it was supplied; this is in accordance with our Data Protection Policy and controls.

## **5. Visiting the Office**

Kildare and Wicklow ETB will provide clean, accessible public offices, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs as far as is reasonably practical.

### **The level of service you can expect when availing of Kildare and Wicklow ETB services**

We recognise that different groups of customers will have different priorities when availing of our services and therefore may require specific commitments regarding service levels.

#### **1. Customers with Disabilities**

Kildare and Wicklow ETB will ensure that the needs of people with disabilities are identified and accommodated. Kildare and Wicklow ETB will make every effort to ensure that access to all areas of our buildings and to all our services is maintained for people with disabilities and others with specific needs.

## **2. Suppliers**

We will ensure that payments to suppliers are made in accordance with applicable Prompt Payment legislation and regulations.

## **3. Service through Irish**

Kildare and Wicklow ETB will respond in Irish to all written correspondence received in Irish. Kildare and Wicklow ETB will respond to telephone calls by a member of staff who can deal with queries in Irish normally within one working day. We are committed to meeting our obligations under the Official Languages Acts.

## **4. Websites/Publications**

Kildare and Wicklow ETB are committed to the ongoing maintenance and development of our website to ensure that it is accessible, informative and up to date. We will work to ensure our compliance with legislation dealing with equality disability and accessibility.

Kildare and Wicklow ETB will continue the drive for simplification of rules, regulations, information leaflets and procedures. Kildare and Wicklow ETB will take a proactive approach to providing information that is clear, timely and accurate, is available at all points of contact and meets the requirements of people with specific needs.

## **5. Equality/Diversity**

Kildare and Wicklow ETB aim to carry out our services in an impartial manner in accordance with the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race, membership of the Traveller Community and accommodation).

Kildare and Wicklow ETB will treat all individuals with respect, dignity, and courtesy. Our staff members are supported to listen actively, communicate effectively, and provide accurate and helpful information. We value diversity and embrace the multicultural society we serve. Kildare and Wicklow ETB will identify and work to eliminate barriers that prevent accessing services. An example of this might be social

and economic circumstances, and geographical barriers to services.

## 6. Better Co-Ordination

Kildare and Wicklow ETB will foster a more coordinated and integrated approach to the delivery of public services, both within our ETB and with other public bodies in our region and nationally.

## 7. Internal Customer

Kildare and Wicklow ETB will ensure that staff members are recognised as internal customers and that they will be supported and consulted with regard to service delivery issues as appropriate. Internal Customers will receive the same regard as external customers and similar service levels apply.

### How your input can contribute to the improvement of our services.

#### Customer Feedback

Kildare and Wicklow ETB are committed to improving our services. Please refer to our 'Customer Feedback Form' should you wish to suggest ways that we could improve our service. [This form can be found on our website by clicking here.](#)

#### Customer Complaints

We aim to deliver the best possible service to all our customers. If you are dissatisfied with our service, we recommend that you contact a member of our staff at the Office, School or Centre concerned to see if they can deal with your query.

Kildare and Wicklow ETB are committed to maintaining an accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided and ensuring that such complaints are dealt with in a consistent, fair and transparent manner.

If you are unhappy with the service you have received and if the issue cannot be resolved to your satisfaction with the staff member, service or section you have been engaged with, you can make a formal complaint to the Customer Service Representative on [customer@kwetb.ie](mailto:customer@kwetb.ie) (see contact details below). **See [HERE complaints Process \(to be linked\)](#)**

#### How do you make a complaint?

Complaints can be made in writing. Please complete the Customer Complaint form. **[This form can be found on our website by clicking here.](#)**

Complaints must generally be submitted no later than 4-6 weeks of the event and the date

of the incidence. Submission of delayed complaints may result in the ETBs inability to examine the matter thoroughly. You will be issued with an acknowledgment of your complaint within 5 working days, with a full response ideally no later than 28 working days from the date of submission (unless delayed for reasonable cause). Our aim at all times will be focussed on resolution of matters.

Should you be dissatisfied with the response to your complaint, you may appeal, in writing, to the Director with responsibility via the [customercare@kwetb.ie](mailto:customercare@kwetb.ie) email address. Where an internal review of the complaint will be undertaken and a final decision will be made, normally within 28 working days.

For Noting: Where your complaint is dealt with under an alternative policy/procedure you will not have recourse to this procedure. For instance, the following matters are exempt from this process:

- Matters of Policy
- Matters which are the subject of litigation
- Matters which have been referred to the Office of the Ombudsman
- Complaints concerning matters of Child Protection or Ombudsman for Children
- Parental/Students Complaints against Staff Members (Policy for this linked here)
- Staff Grievances (Nationally Agreed Procedure for this linked HERE)
- Refusal to enrol or expulsion of students under Section 29 of the 1998 Education Act
- Complaints arising from matters covered under GDPR (Data Protection Act 2018).
- Complaints arising from matters covered under Freedom of Information Act 2014.



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## **Code of Conduct for People engaging with Kildare and Wicklow ETB Services and Operations**

Customers of Kildare and Wicklow ETB have every right to expect a high standard of service and we aim to provide such a service, in a safe and secure environment. Customers expect to receive services from staff acting in a polite and courteous manner. It is reasonable that staff of the ETB in turn expect you to be polite and courteous in your dealings with us.

Customers should be aware that how they behave and how often they contact us can adversely affect the ability of our staff to provide a quality service and that the ETB has a general obligation to ensure it provides good quality of service *to all its customers*.

The following information summarises the Code and relevant information.

### **Unacceptable Behaviour**

In order to ensure a safe, respectful environment for all involved, we would ask our customers to behave in a respectful manner. We do not expect staff or other customers to be exposed to or to tolerate unacceptable behaviour, which includes the following non-exhaustive list:

- Behaviour which is disruptive and interferes with the use and enjoyment of our facilities by others or the capacity of the ETB to deliver services to other customers.
- Harassment of staff or members of the public by use of abusive, racist, sexist, homophobic, ageist, obscene or threatening language or behaviour otherwise against the grounds set out in the Equal Status Acts (as amended).
- Bullying and harassment, including aggressive behaviour involving the use of violence or threat of violence toward staff and/or members of the public or threats of self-harm.
- Using abusive or foul language in communication with the ETB.
- Inappropriate use of recording devices or social media in interactions with ETB staff without regard for the privacy rights of staff or third parties.

- The posting of unacceptable comments or offensive material on social media platforms or Internet sites about staff of the ETB which refer to their role with the ETB.
- Malicious damage to and/or theft of property.
- The use of alcohol and illicit drugs while using Kildare and Wicklow ETB facilities.
- Smoking within Kildare and Wicklow ETB public offices and buildings.
- Unreasonable and disruptive persistence, for example, engaging in disruptive behaviour such as sending multiple emails, letters, phonecalls or attending in person repeatedly on matters that have been responded to, have already been brought to finality or are outside the remit of the ETB.
- Unreasonable Demands: repeatedly insisting on outcomes that are unattainable.
- Abuse of complaints process for vexatious purposes, in particular where appeals processes, have been exhausted, and the customer is seeking to use the complaints process to change outcomes from such appeals processes.

### **What happens if you behave in this way?**

If we consider your behaviour to be unacceptable, we will tell you why and ask you to change it. If it might be useful, we will consider changing how we engage or communicate with you, if this can help you avoid unacceptable behaviour.

If the unacceptable behaviour continues, we will act to put limits on your contact with our facilities and services. This decision will only normally be taken after senior local management has reviewed the situation. Restrictions will be appropriate and in line with the nature of the behaviour and will have due regard for the welfare of staff and members of the public. The sanctions we are mostly likely to consider are:

- Asking you to withdraw any communication containing foul or offensive language, and resubmit your issue in a respectful tone
- Asking you to contact us by letter only
- Asking you to only contact a named staff member
- Asking you to call by telephone only on certain days and times
- Limiting your access to the facilities and services
- Asking you to enter an agreement about future conduct
- Requesting you to leave our facilities and/or cease using our services if your behaviour threatens the safety and/or welfare of staff and members of the public
- As a final option, terminating all contact with you if this behaviour shows no signs of stopping.

- If the behaviour is so extreme that it threatens the immediate safety and welfare of the council staff or others, we will consider other options. These could include, reporting the matter to An Garda Síochána or instigating legal action. In such cases, depending on circumstances, we may not give you warning of that action.

Depending on the circumstance of your behaviour, where incidents are reported, we will write to tell you why we believe your behaviour is unacceptable and what action we propose to take. Failure to comply with the Code of Conduct may result in a withdrawal of services, which while regrettable may be necessary.

If, following your behaviour, you are of the view that the ETB has taken action that is not proportionate, you may write appealing that decision to: