

The National Council for Special Education

Comments and Complaints

Our service standards

Our service standards are set out in our Customer Charter www.ncse.ie and the conduct and behaviour of our staff is governed by the Code of Standards and Behaviour for Civil Servants www.sipo.gov.ie .

NCSE staff strive for the highest standards of administration in their dealings with people. Our ambition is to ensure that people we interact with are dealt with properly, fairly, openly and impartially. Some guiding principles for us are that

- We deal with issues promptly and correctly in accordance with the policies we are required to implement;
- We treat people sensitively having regard to their feelings, privacy and convenience;
- We help by explaining our role and the policies we implement and the procedures that we operate in a straight forward way;
- We are courteous in our dealings with people;
- We explain our decisions clearly;
- We disseminate clear information on our functions and policies through a variety of means;

Our Expectations

We expect that our staff will be treated courteously and with respect.

Comments

We aim to provide high quality services to customers as stated in our Customer Charter and to continually improve the standard of the service we provide. We welcome your views on these services. Your views give us important information that will help us to improve our services. If you were particularly pleased with the service you received, we would like to know. This information will also help us to improve our services consistently across the Organisation. You can make your views known to the staff providing the service. You can also send your comments in writing to **Comments, Corporate Services Section, National**

Council for Special Education, 1-2 Mill Street, Trim, Co. Meath We will acknowledge receipt of your comments and suggestions and consider them in the context of the review of policy and operating procedures.

Complaints

Complaint Resolution at service level

As a client you may be dissatisfied with the quality of service you received from the Organisation. We recognise that on occasion a poor service may be provided, that mistakes can be made and delays may occur. We consider that you have a complaint when you are dissatisfied with the service you received from the NCSE and you believe that the service was not delivered in line with our service commitments outlined in this document.

In the first place, you should bring the complaint to the attention of the person providing the service in person, by telephone, email, fax or letter which ever is most convenient. If necessary you should seek the contact details of the person's manager and contact the manager. We will handle all complaints in an objective, courteous manner using fair, open and transparent procedures. If a mistake is made or we have not achieved our quality customer service standards we aim to put it right wherever possible and provide an explanation. We aim, in the first place, to resolve all complaints promptly at the point of service.

Formal Complaint

We recognise the need to have a formal complaints system at organisational level if the issue cannot be resolved at the point of service. If you are not satisfied that your complaint has been dealt with at the point of service you may make a formal complaint to the NCSE Head of Corporate Services. A formal complaint must set out clearly the basis of the complaint and provide the following details to the fullest extent possible

- Particulars of the Complaint
- Indicate how the NCSE code of practice was breached
- Give details of the occurrence complained of – dates, times, nature of the occurrence
- Provide the name of the NCSE staff member/s involved
- Provide names and contact details of others who can provide relevant information
- Attach copies of any relevant documents or correspondence.

If such details are not available we will seek sufficient detail to facilitate the investigation of the complaint. When a clear statement of the complaint is available we will assign a staff member of the Council who was not involved in dealing with the issue to investigate a formal complaint.

We suggest that you may make a formal complaint by completing the Formal Complaint Form and returning it to **The Head of Corporate Services, National Council for Special Education, 1-2 Mill Street, Trim, Co. Meath**. We will acknowledge receipt of your complaint within 10 working days. If sufficient information is supplied we will give you the name of the staff member who will be investigating your complaint. If not we will seek further information which will enable us to investigate the complaint.

We will respond directly to you within 20 working days giving you an interim response if it is not possible to give you a full reply within this time. We will explain our reasons to you in cases where your complaint is not upheld.

Complaints that involve the legal process

We cannot deal with a complaint that is the subject of civil litigation or criminal prosecution.

Abusive or Aggressive Behaviour

No one is expected to suffer abusive or aggressive behaviour. The NCSE will work closely with staff and other stakeholders to address any such issues that may arise.

Complaint about the service provided by the NCSE

Name of Complainant:

Address:

Tel. No:

Email:

General Outline of the Complaint

Please outline how the NCSE code of practice was breached

Give details of the occurrence complained of – dates, times, nature of the occurrence

Name of the NCSE staff member/s involved

Names and contact details of others who can provide relevant information

Please attach copies of any relevant documents or correspondence.

I wish to make a formal complaint to the NCSE in relation to a breach of its service commitments as outlined above.

Signature of Complainant: _____

Date: _____