

<p><b>CAVAN COUNTY CHILDCARE COMMITTEE LTD</b> <b>CUSTOMER CHARTER.</b></p>
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**Who we are?**

Thirty Three City and County Childcare Committees (CCC's) were established in 2001, to encourage the development of childcare locally

Cavan CCC acts at a local level in an advisory and co ordinating capacity providing advice, information, training, support and assistance on a wide variety of childcare topics and funding issues.

**Our commitments to you**

In managing our company Cavan CCC is committed to the processes principles and practices of community development delivered through a customer focus approach that reflects the ethos of Cavan CCC. We make the following commitment to you.

**Access**

Cavan CCC will endeavour to use methods of communication which are accessible and to meet the customer in a mutually convenient/suitable location that facilitates people with specific requirements and which meets occupational and safety standards.

**Choice**

Cavan CCC will endeavour to provide choice in the information that we provide in a user friendly format and we will utilise emerging technologies e.g. web – site, electronic format email/disk) etc.

**Courtesy**

Cavan CCC will approach all our interactions with you in a professional manner, promoting an environment of courtesy, sensitivity and mutual respect. Cavan CCC will endeavor to be courteous, cooperative and professional at all times.

### **Better Co ordination**

Cavan CCC commits to linking and coordinating in a flexible manner with all other agencies as appropriate to help advance better coordination of the type of services that we deliver.

### **Efficiency**

Users may expect that all queries are dealt with in a speedy and efficient manner.

### **Equality & Diversity**

We will respect the principles of equality, and the diversity of our customers in the delivery of our services; deliver our services in an impartial manner with respect to our customers.

### **Feedback from you**

Cavan CCC will welcome and take on board as appropriate any feedback you may provide to help us to continually improve our project.

### **Cavan CCC Customer Comment & Complaint Procedure**

The Cavan CCC is committed to providing a high quality service to all our customers. We regard comments and complaints as an important source of information for improving our services for the future.

### **What is a complaint?**

We define a complaint as an expression of dissatisfaction concerning the provision of a service or services by the Cavan CCC, as laid out under the commitments in our Customer Charter.

### **How to make a complaint?**

You must make a complaint in writing by detailing your comment/grievance.

It should be directed initially to the Cavan CCC Co-ordinator, who will endeavour to deal with the problem without delay.

Please send to  
The Co ordinator  
Cavan County Childcare Committee CLG,  
Unit 5 Cavan Enterprise units,  
Killygarry  
Dublin Road  
Cavan  
Email: [tquigley@cavanccc.ie](mailto:tquigley@cavanccc.ie)  
Telephone: 049 4365856

- If the complaint does not relate to a service provided by us - you will be directed to the appropriate body.
- If the Co-ordinator cannot resolve your complaint – or you are unhappy with their response - you can ask for the matter to be reviewed by the Cavan CCC Secretary.
- If you remain unsatisfied with the response, you can make a formal complaint to the Cavan CCC Board, who will investigate the complaint on your behalf.

### **What information should you provide?**

You are required to provide the following information to speed up the investigation of your complaint:

- Your name, address and telephone number (email address optional);
- Exactly what you were dissatisfied with;
- The name of the staff member/s who dealt with you (if known); and

### **Cavan CCC Commitments when dealing with Formal Complaints**

- We will acknowledge all complaints within 5 working days.
- We will investigate all complaints and issue a reply to your complaint within 15 working days. Where this is not possible, an interim reply will issue explaining the position and advising when a substantive response will issue.
- All complaints will be treated promptly, fairly, impartially and in confidence.

- We will ensure that no complaint you have made in good faith will be used to your disadvantage in the future.
- We will endeavour to learn from mistakes to ensure that errors are not repeated.

**If still unsatisfied, who can you appeal to?**

If you are not satisfied with the outcome of the investigation by the Cavan CCC, you have a right to appeal to the Office of the Ombudsman. The Ombudsman is completely independent of the Government and the service is free. Nothing in this complaint procedure affects your statutory rights under Freedom of Information, Data Protection or other relevant legislation.

The Ombudsman

**Address:** 18 Lower Leeson Street, Dublin 2, D02 HE97.

**Phone:** +353-1-639 5600

**Lo-call:** 1890 223030

**Fax:** +353-1-639 5674

**Email:** [ombudsman@ombudsman.ie](mailto:ombudsman@ombudsman.ie)

The Office of the Ombudsman is open between **9.15 a.m.** and **5.00p.m.** Monday to Friday.

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