

15. CAVAN CCC CUSTOMER CHARTER

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 endeavour 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.

Child Protection Concern

If the complaint involves a child protection concern, a separate reporting procedure will be followed in line with the child protection policy.

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
Telephone: 049 4365856

If a complaint is against a staff member

The staff member involved will be informed that a formal complaint has been made and given full details. The staff member will be given the right to reply.

Process for complaint

- If the complaint does not relate to a service provided by us - you will be directed to the appropriate body.
- Step 1 verbally speak to the co ordinator if unsatisfied with the response, make your complaint in writing to the coordinator. We will acknowledge all complaints within 5 working days of date of communication. Responses by Cavan CCC will all be by registered post. We will investigate all complaints and issue a reply to your complaint within 15 working days of your communication. Where this is not possible, an interim reply will issue explaining the position and advising when a substantive response will issue. Responses by Cavan CCC will all be by registered post. If the Co-ordinator cannot resolve your complaint – or you are unhappy with their response the complainant has 15 working days from date of letter to bring this to stage 2.
- Stage 2; Write to the Cavan CCC Secretary; within 15 days of date of letter from Co ordinator, you can ask for the matter to be reviewed by the Cavan CCC Secretary. Responses by Cavan CCC will all be by registered post We will acknowledge all complaints within 5 working days of date of communication. We will investigate all complaints and issue a reply to your complaint within 15 working days of your communication. We will investigate the complaints and issue a reply to your

complaint within 15 working days of your communication. Where this is not possible, an interim reply will issue explaining the position and advising when a substantive response will issue. If the Secretary cannot resolve your complaint – or you are unhappy with their response the complainant has 15 working days from date of letter to bring this to stage 3.

- Stage 3; If you remain unsatisfied with the secretary's response, you can make a formal complaint to the Cavan CCC Board, who will investigate the complaint on your behalf. We will acknowledge all complaints within 5 working days of date of communication. Responses by Cavan CCC will all be by registered post We will investigate all complaints and issue a reply to your complaint within 15 working days of your communication.

If the Complaint is against the Co ordinator

Step 1 is to write to the secretary

Step 2 is the Governance Sub Committee

Step 3 is the Board of Management

All other aspects remain the same.

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
- Copies of any relevant documentation (if any)

Cavan CCC Commitments when dealing with Formal Complaints

- We will acknowledge all complaints within 5 working days of date of communication.

- We will investigate all complaints and issue a reply to your complaint within 15 working days of your communication. Where this is not possible, an interim reply will issue explaining the position and advising when a substantive response will issue.
- Responses by Cavan CCC will all be by registered post
- 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

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

www.ombudsman.gov.ie

