

EXCELLENCE THROUGH  
EDUCATION AND TRAINING

# Customer Service Charter

Policy adopted by LOETB Board  
on 8 December 2020

[www.loetb.ie](http://www.loetb.ie)



## **Customer Service Charter and Action Plans**

Laois and Offaly Education and Training Board (LOETB) Customer Service Charter and Action Plans have been developed in line with the government policy on Customer Action Plans and Charters: Guidelines for Preparation in support of the Quality Customer Service (QCS) Initiative.

### **Customer Service Charter**

Laois and Offaly Education and Training Board (LOETB) provides educational services across post primary and further education, apprenticeship, youth services, adult and community education for the communities of Laois and Offaly.

LOETB is committed to delivering the best possible service to those who engage with its services. We believe that all our services should be designed and delivered to meet the needs of the individual, business, or community in a timely and appropriate manner.

We are committed to improving the way our services are delivered and work to ensure that our services meet the highest standard in line with the public sector's Quality Customer Service (QCS) Initiative.

As a service provider in Laois and Offaly we will strive to

- Provide a quality service in an efficient, professional and courteous manner to all our service users.
- Provide clear and concise information on all our services.
- Ensure that all queries are dealt with properly, impartially and with the minimum of delay and with due regard for your privacy.
- Ensure that your query is referred to the relevant person without delay and that all referrals are followed up.
- Monitor and respond promptly and in an efficient manner to all feedback on our services.
- Provide access to our services for people with disabilities and other identifiable needs when requested.
- Provide updated information in an appropriate manner on the nature of our services, the responsibilities of the ETB and its officials and contact details via our communications channels.
- Comply with the requirements of the Official Languages Act 2003, Equality, Data Protection and GDPR legislation.

This Customer Service Charter is displayed in all LOETB offices, schools and centres and via all relevant communications channels in use by LOETB. Feedback and comments on the Charter can be sent to [customerservicecharter@loetb.ie](mailto:customerservicecharter@loetb.ie)