



Customer Complaints Procedure

Introduction

The staff of Tralee Education Support Centre work hard to maintain a professional support service for all visitors and clients of our Education Centre. We aim to provide our clients with accurate information, guidance on how to book a course or register for a professional development event and help them to enjoy the experience of visiting our Education Centre. We work hard to provide a high-quality service and to keep errors to a minimum. However, we recognise that there may be times when our clients may feel that the service they have received from us may have been unsatisfactory.

If you are not satisfied with the service which you have received from us, you should let us know immediately and we will deal with your complaint in confidence.

We have put in place a Customer Complaints Policy which aims to ensure that complaints are dealt with in a consistent, fair and transparent manner.

Customer Complaints Procedure

INFORMAL RESOLUTION

- If possible, we believe it is best to deal with things as soon as possible and in the easiest and most direct way. If you have a complaint, raise it with the person you are dealing with. He or she will try to resolve it for you there and then. However, they may need time to look into it. We will try to resolve informal complaints within 5 working days.
- If the member of staff can't help, they will explain why and you can then ask for your complaint to be formally investigated.

FORMAL RESOLUTION

You can make a complaint in any of the ways below:

- You can ask for a copy of our complaint form from the person with whom you are already in contact.
- You can get in touch with our Director by email director@edcentretralee.ie
- You can write a letter to us at the following address:

Director, Tralee Education Support Centre, Dromtacker, Tralee, Co. Kerry

What should be included in a complaint

- Remember to state your name, address and telephone number (and email, if applicable)
- Briefly describe what your complaint is about, stating relevant dates and times, if applicable
- List your specific concerns starting with the most important concern
- Be clear about what you are hoping to achieve (for example an apology, explanation, etc.)
- State your preferred method of communication

Dealing with your complaint

- We will formally acknowledge your complaint within 5 working days and let you know how we intend to deal with it.
- We will deal with your complaint in an open and honest way.
- We will make sure that your interactions with us in the future do not suffer just because you have made a complaint.
- If you are making a complaint on behalf of somebody else, we will need their agreement to you acting on their behalf.

Investigation

- If your complaint is straightforward, the Director of Tralee Education Support Centre will investigate the complaint and will get back to you. We will set out to you our understanding of your complaint and ask you to confirm that we have got it right.
- If there is a simple solution to your problem, we may ask you if you are happy to accept this.
- We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 30 working days
- If your complaint is more complex we will:
 - let you know within this time why we think it may take longer to investigate
 - tell you how long we expect it to take.
 - give you regular updates (every 20 working days) on any progress made
- The Director/Chairperson who is investigating your concerns will aim first to establish the facts. The extent of this investigation will depend on how complex and how serious the issues you have raised are.

Standards for Dealing with Complaints

- Your complaint will be treated fairly and impartially and, as far as possible, in confidence.
- The act of making a complaint will have no adverse implications in relation to your future dealings with the Education Centre.
- Where an error has been made, an apology and explanation will be offered and every effort will be made to rectify the matter.
- Where a complaint highlights the processes or procedures of Tralee Education Support Centre require improvement, being deficient, every effort will be made to rectify the situation as quickly as possible
- The Management Committee of Tralee Education Support Centre will consider the details of all complaints on a regular basis. Where there is a need for change, we will develop an action plan setting out what needs to be changed and how/when we plan to do it. We will let you know when changes we have promised have been made.
- We believe that all complainants have the right to be heard, understood and respected. However, we also consider that our staff have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

This policy was ratified by the Management Committee on **18th September 2023** and will be reviewed annually.

*This policy is based on the guidance provided by the Office of the Ombudsman and its publication *The Ombudsman's Guide to Developing a Complaint Handling System* (retrieved from <https://www.ombudsman.ie/guidance-for-service-providers/model-complaints-system-a/model-complaints.pdf>)*



COMPLAINT FORM

A: Your details

Surname

Forename(s)

Title:

Address:

Your email address:

Daytime phone number

Mobile number

Please state by which of the above methods you would like us to contact you

B: About your complaint (Please continue your answers to the following questions on a separate sheet(s) if necessary)

Please outline your complaint below:

Have you already put your concern to the frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so.

If you have any documents to support your concern/complaint, please attach them with this form.

Signature:

Date:

When you have completed this form, please send it to:

The Director,
Tralee Education Support Centre,
Dromtacker,
Tralee,
Co. Kerry.