

## **Customer Charter**

The Charter below sets out the standards of service that our clients can expect from Limerick Childcare Committee.

Limerick Childcare Committee is committed to providing a quality service to all stakeholders of the childcare sector.

### **Who are the stakeholders?**

The stakeholders in which we strive to support are childcare providers and their employees; community groups; childminders; parents and their children; and partner agencies who have a vested interest in the childcare industry.

### **Our service to you**

It is our aim to provide a quality service that is professional, efficient, accessible and relevant to all who avail of it. Stakeholder satisfaction is very important to us and we strive to meet best practice standards by:

- Aiming to meet the needs of all our clients;
- Ensuring our clients are treated in a caring, inclusive and equal way and upholding the right to equal treatment as set out by Equality Legislation;
- Aiming to be innovative and flexible in meeting the changing needs of our clients;
- Providing up-to-date information;
- Offering appropriate support to our clients;
- Offering training and workshops at appropriate times to facilitate the full utilisation of our services;
- Evaluating with clients any programmes attended; and
- Producing user friendly publications.

### **Accessing our service**

We can be contacted by letter, email and by telephone - between the hours of 9 am to 5 pm Monday to Thursday, and from 9 am to 4 pm on Fridays. The office is closed between 1-2 pm Monday – Fridays. Callers to our offices are also welcome and will be met by our staff at the times above. Those who have prior appointments with members of staff will be seen promptly and have privacy where necessary. Groups or individuals that are unable to meet with us during the day will be accommodated, where possible, by providing our support outside of normal working hours. Our website also provides an opportunity for us to disseminate relevant information in a timely manner.

### **Listening to our clients**

Our staff are available and interested in communicating with you and should you wish to provide feedback regarding any of our services, complimentary or otherwise, this will be welcomed. If, at any point, you are dissatisfied with the service you have received and the manner in which your complaint has been dealt with by Limerick Childcare Committee, further concerns and complaints can be submitted to the Office of the Ombudsman and/or Ombudsman for Children Office. In general, we strive to be as open and transparent as possible with all of our clients.

Limerick Childcare Committee is not a public body named under the Freedom of Information Act 1997, however, as a beneficiary of a public body, clients can formally request from Pobal to view held information. The Committee is governed by the Data Protection (Amendment) Act 2003 and the Prompt Payment of Accounts Act 1997.

### **Our commitment to our clients**

We strive to provide the best service we can. Our service is greatly enhanced when you, the client, provide us with any relevant information and feedback. We guarantee that all our clients shall be given due process in all dealings with them. We assure you of our professionalism and our commitment to confidentiality at all times.