



**BORD OIDEACHAIS AGUS OILIÚNA CHORCAÍ**  
**CORK EDUCATION AND TRAINING BOARD**  
**CUSTOMER CHARTER**

Cork Education and Training Board (Cork ETB) and its staff is committed to providing a high-quality service, in an efficient and courteous manner to all our customers, in accordance with the *12 Principles of Quality Customer Service for customers and clients of the Public Service*.

We aim to do this in the following manner:

When you visit our offices, we will ensure:-

- ✚ You are treated with courtesy
- ✚ The rights to equal treatment established by legislation for all persons availing of our services
- ✚ Your privacy will be respected
- ✚ You will be dealt with efficiently and promptly
- ✚ We will endeavour to ensure that our buildings are accessible
- ✚ Our reception, waiting areas and interview rooms will be safe and clean
- ✚ We facilitate customers who wish to conduct their business through the medium of Irish

Information:-

- ✚ We will provide information on our services, activities and programmes for both our external and internal customers
- ✚ We will provide information that is clear, timely and accurate and meets the requirements of people with specific needs
- ✚ We are committed to ensure that staff are recognised as internal customers and that they are properly supported
- ✚ As per the Official Languages Act 2003, our information will be available in both Irish and English

Personal Information:-

- ✚ All personal information will be treated in a confidential manner and CETB will only use the information gathered for the purposes for which it was supplied, in accordance with Cork ETB's Data Protection Policy

Complaints and Appeals:-

- ✚ Cork ETB will maintain a publicised, accessible, transparent and easy to use system of dealing with complaints about the quality of service provided and ensure that such complains are dealt with in a consistent and fair manner
- ✚ We will maintain a formalised, publicised, accessible, transparent and easy to use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

Consultation and Evaluation

- ✚ Cork ETB is committed to consulting with our customers, both external and internal and evaluating the quality of our services on a regular basis
- ✚ We will make improvements if and where necessary