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Bord Oideachais agus Oiliúna
an Longfoirt agus na hIarmhí
Longford and Westmeath
Education and Training Board

Business Unit	Corporate Services
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Date Noted	21/11/2022

Longford and Westmeath Education & Training Board

Customer Service Charter

Longford and Westmeath Education and Training Board Customer Charter

Longford and Westmeath Education and Training Board (LWETB) provides a comprehensive range of education and training services throughout Longford and Westmeath delivering education and training programmes through, second-level colleges, Further Education and Training Centres, and Training Centre, Adult Education programmes, Community Education initiatives and Youth Services. LWETB aims to lead learning through the delivery of high quality, inclusive, responsive and innovative services in our community.

Longford and Westmeath Education and Training Board (LWETB) is committed to providing the highest levels of service to all our customers in accordance with the principles of Quality Customer Service. The delivery of effective, quality customer service is a priority for LWETB. The LWETB Customer Charter and Action Plan 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.

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 for Longford and Westmeath 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 the rights to equal treatment established by legislation for all persons availing of our services
- 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 LWETB and its officials and contact details via our communications channels
- All personal information will be treated in a confidential manner and LWETB will only use this information gathered for the purposes of which it was supplied, in accordance with LWETB's Data Protection Policies
- Comply with the requirements of the Official Languages (Amended) Act 2021 Equality, Data Protection and GDPR legislation

This Customer Charter is displayed in all LWETB locations. Feedback and comments on the Charter can be sent to Customercharter@lwetb.ie.



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Review and Implementation

This policy will be reviewed triennially by the Senior Leadership Team in line with best practice, or in light of changes in legislation and guidance from sources such as Internal Audit, C&AG, the Department of Education and the Department of Public Expenditure & Reform. The date of implementation is the date of Chief Executive approval.