

# Customer Service Complaints Procedure



## Our Commitment to Quality Customer Service

Louth & Meath Education and Training Board is committed to providing you with a high quality service. We will endeavor to maintain and improve the standard of our services and to keep errors to a minimum. However, we recognise that mistakes or delays will occasionally occur.

If you are not satisfied with our services, you should let us know so that we can work to improve them. We welcome your feedback and will deal with your complaints in confidence.

## What is covered by our Complaints Procedure?

The Complaints Procedure covers complaints about issues such as delays, mistakes and poor customer services by LMETB or any school or centre under its patronage.

## What is not covered by our Complaints Procedures?

The Complaints Procedure does not cover:

- Matter of policy.
- Matters which are the subject of litigation.
- Matters which have been referred to the Ombudsman or Information Commissioner.

## How to make a Complaint

A complaint in relation to the quality of service provided by LMETB (in Irish or English) can be made in person, by telephone, by fax, in writing or e-mail.

In the first instance, the complaint should be brought to the attention of our staff in the department/Centre concerned, either orally or in writing. The staff there will try to resolve your complaint without delay.

If your complaint cannot be resolved by our staff or, if you are unhappy with the response you received, you should contact our Customer Service Officer:

### **Customer Service Officer: Carmel McEvoy**

LMETB Administrative Offices

Abbey Road

Navan

Co. Meath.

C15 N67E

Telephone: 046 901 0037

Email: [cmcevoy@lmetb.ie](mailto:cmcevoy@lmetb.ie)

### Information you will need to provide:

- Your name and address, email and day time telephone number.
- Exactly what you are dissatisfied with.
- The name of the department/Centre and the official(s) who dealt with you.
- If your complaint is complicated, you may find it best to put it in writing so that no important detail is overlooked. Remember to send us copies of all relevant documentation/correspondence that you may have.
- All complaints must be submitted in writing or e-mail

### What steps will be taken in dealing with your complaint:

LMETB will treat your complaint confidentially, fairly and efficiently. We will provide a reply having fully considered the nature and extent of the complaint. It is in the interest of LMETB that complaints are resolved at the earliest possible stage. All complaints received by the Customer Services Officer will be dealt with as follows:

### Response from the Customer Services Officer:

- Written acknowledgement within 5 working days;
- Respond, using plain language, within 20 working days (if it is not possible to meet this target, we will inform you and continue to do so until the matter is resolved);
- The response will provide a contact name, telephone number and email address.

### Appeal:

If you are unhappy about the outcome of the review by the Customer Services Officer you can appeal the matter to:

Frank Smith A.P.O. – Corporate Services,  
LMETB Administrative Offices,  
Abbey Road,  
Navan,  
Co.Meath.  
C15 N67E

### Appeal Procedure:

1. All appeals must be submitted in writing.
2. An acknowledgement confirming receipt of an appeal will issue within 1 week of its receipt.
3. If a customer remains dissatisfied with the response of the Chief Executive/Delegated Officer they may lodge a complaint with the Louth & Meath Education and Training Board for resolution.

### Role of the Office of the Ombudsman:

If you are dissatisfied with the outcome of the complaints and appeals procedures you may request an examination of your complaint by the Office of the Ombudsman.

### Contact Details:

Address: 18 Lower Lesson Street, Dublin 2  
Tel: 01 6785222  
Fax: 01 6610570  
Website: [www.ombudsman.gov.ie](http://www.ombudsman.gov.ie)

## Amendment History

| <b>Date</b>  | <b>Revision level</b> | <b>Details of amendment</b>   | <b>Approval signature</b>   |
|--------------|-----------------------|---|---|
| 17 June 2021 |                       | Coverage of procedure extended to include any school or centre under the patronage of LMETB | Brian Murphy,<br>Director of Organisation Support and Development |
|              |                       |   |   |