

CUSTOMER CHARTER

Clare County Childcare Committee is committed to providing a quality service to all our customers.

Our service to you

We aim to provide a quality service that is professional, efficient, accessible and relevant to all who avail of it. Customer satisfaction is very important to us and we strive for this by:

- Aiming to meet the needs of all our customers
- Providing up-to-date information
- Offering appropriate support to our customers
- Producing user friendly publications
- Evaluating with customers any programmes attended
- Upholding the right to equal treatment as set out by the Equality Legislation

Accessing our service

We can be contacted by letter, email and by phone - 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. Personal callers are also welcome and will be met by our staff (see times above) - those who have prior appointments with members of staff will be seen promptly and have privacy where necessary. Our website also provides an opportunity to communicate with us in a time efficient manner. Our staff are available and interested in communicating with you and should you wish to provide feedback regarding any of our services - complimentary/complaints - this will be welcomed.

Our commitment to our customers

We are committed to providing the best service we can and with this in mind would ask if you would provide any information, which is relevant in order that we may achieve this. We guarantee that all customers shall be given due process in all our dealings with them. We assure you of our professionalism and our commitment to confidentiality at all times. Clare County Childcare Committee is not a public body named under the Freedom of Information Act 1997, however, as a beneficiary of a public body, customers 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.

HOW TO CONTACT US

For copies of this Charter or other information please use the following address:

Clare County Childcare Committee
1 Kilrush Road
Ennis
Co. Clare

Coiste Curam Leanai Contae an Chlair Teo
1 Bothar Chill Ruis
Inis
Co. an Chlair

Phone: (065) 6864862
Fax: (065) 6865515
Email: info@clarechildcare.ie
<http://www.clarechildcare.ie/>

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