

Roscommon County Childcare Committee Customer Charter

Who we are

Under the National Childcare Investment Programme, the Roscommon County Childcare Committee has increased responsibility for the further development of quality childcare provision during the period 2007 – 2010. The RCCC's mission statement, which will guide the development and implementation of its strategic objectives states:

Roscommon County Childcare Committee promotes the consolidation, development and delivery of high quality childcare services and facilities which are affordable and accessible to local parents and their children and supports childcare providers, parents and other key stakeholders in line with the objectives of the National Childcare Investment Programme 2006-2010.

RCCC Limited is a not-for-profit company with charitable status that has a key role in the implementation of the National Childcare Investment Programme. For information on the National Childcare Investment please visit our website on www.roscommonchildcare.ie

Our commitments to you

In the implementation of the National Childcare Investment Programme, Roscommon County Childcare Committee Limited is committed to the processes, principles and practices of developing quality affordable childcare delivered through a customer-focused approach that reflects the ethos of Roscommon County Childcare Committee Limited. We make the following commitments to you, our customer:

1. Timeliness

- RCCC limited will:
- Offer you a prompt, accurate & efficient response in all our dealings with you appropriate to the service you are availing.
- All processes involved in the National Childcare Investment Programme funding applications will be followed accurately.
- Due process will be given to all applications.

2. Access

- RCCC Limited will:
- Endeavour to use methods of communication which are accessible
- Meet customers in a mutually convenient/suitable location that facilitates people with specific requirements and which meets occupational and safety standards.
- Our offices including Reception, Waiting and Interview Rooms will be safe, clean and well maintained and accessible for people with disabilities.
- We recommend that you make an appointment if you wish to meet a particular member of Staff.

When you telephone our Office:

- We will answer all calls promptly during office hours.
- When answering the telephone, the name of the Committee is given together with the name of the person to whom you are speaking.
- We will deal with your call in a courteous manner.
- You will be given details of the name and section of the staff member to whom you wish to speak.
- The aim of our Staff is to be as helpful and informative as possible.
- If we are unable to provide the information you need immediately, we will take your contact details and call you back or issue the information to you in writing as soon as possible

When you write to us:

- We will endeavour to reply to routine enquiries within seven working days.
- Should your enquiry require research or consultation, we will acknowledge your query and we will further reply to you within 21 working days.
- We will reply to all correspondence in a clear, concise way that will answer the issues raised by you.
- Your correspondence will be treated in confidence.
- We aim to use forms that are clear and well presented.

3. Choice

RCCC Limited will endeavor to:

- Provide you with choice in order to gain maximum access to our services through the provision of a staff structure with named contact personnel.
- All information will be available in a user-friendly format and will utilize emerging technologies e.g. website, electronic format (Email/Disk/CD Rom) etc.

4. Courtesy

RCCC Limited will

- Approach all our interactions with you in a professional manner,
- Promote an environment of courtesy, sensitivity and mutual respect.

5. Transparency

- Roscommon County Childcare Committee Limited is committed to transparency in all of its decision-making processes (in line with the Freedom of Information and Data Protection Acts) and will deal with customers in a conscientious and honest manner ensuring impartiality at all levels.

6. Better Co-ordination

- Roscommon County Childcare Committee Limited commits to linking and co-ordination in a flexible manner with other structures at national/regional/local level as appropriate to help advance better co-ordination of the types of services we deliver, particularly those that target the provision of local childcare facilities.

7. Equality/Diversity

- Roscommon County Childcare Committee Limited will conduct its business in accordance with Equality Legislation and Roscommon County Childcare Committee's Employment Policy and Equal Opportunities Code of Practice.

8. Feedback to you

- In our approach to implementing the National Childcare Investment Programme locally Roscommon County Childcare Committee Limited will endeavor to provide you with useful feedback appropriate to the service you are availing of.

9. Feedback from you

- Roscommon County Childcare Committee Limited will welcome and take on board as appropriate any feedback you may provide to help us to continuously improve our service delivery and in our role of identifying good practice for others

10. Complaints

- All complaints will be handled within specified timeframes in a fair, impartial and confidential manner, mindful of our obligations under the Freedom of Information Act.

How to make a complaint:

- All complaints must be made in writing (by fax, email or letter) and must state clearly that a complaint is being made, the basis for the complaint and what follow up action is envisaged as a result of the complaint.
- For the purpose of the Freedom of Information Act, you should also state whether you require your complaint to be treated in a strictly confidential manner. Please also note that: Your complaint should be sent in the first instance to the Manager of Roscommon County Childcare Committee.
- Legitimate complaints will be dealt with impartially, sympathetically and speedily and within the policy and regulations governing the Board.

In the event that the issue is not resolved to the customers satisfaction recourse may be made to the Manager and/or the Chairperson of the Roscommon County Childcare Committee Ltd.

Customer complaints will be dealt with in confidence and the decision of the Board will be Final.

Client Complaint Procedure

Roscommon County Childcare Committee is committed towards dealing with all complaints from our clients in a professional, trustworthy and confidential manner.

What is a complaint?

We define a complaint as an expression of dissatisfaction concerning the provision of a service or services by the Roscommon County Childcare Committee, as laid out under the commitments in our Customer Charter.

There are 3 possible stages in the complaints procedure for all our clients

Stage 1

You must take a formal written complaint detailing your grievance. The written complaint must include the following information:

- Your name, address and telephone number (email address optional)
- A detailed description of the issue with which you are dissatisfied
- The name of the staff member/s who dealt with you (if known)

The written complaint should be sent to the **Manager, Roscommon County Childcare Committee, Knock Road, Castlerea Co. Roscommon.**

- The Manager will acknowledge receipt of your complaint no later than 5 working days after receipt.
- The Manager will conduct an investigation and issue a reply to your complaint within 15 working days.
- Where this is not possible, an interim reply will be sent explaining the position and advising you when a substantive response will be made with date.

Stage 2

If, having progressed through stage 1, the complaint remains unsolved; you should send the written complaint to the **Roscommon County Childcare Board, through the Chairperson.**

- The Chairperson will acknowledge receipt of your complaint no later than 5 working days after receipt.
- The Chairperson will conduct an investigation and issue a reply complaint within 15 working days.
- Where this is not possible, an interim reply will be sent explaining the possible and advising you when a substantive response will be made with date.

Stage 3

- If you are not satisfied with the outcome of the investigation by the Roscommon County Childcare Board, you have a right to appeal to the Office of the Ombudsman.
- The Ombudsman is completely independent of the Government and the service is free.
- Nothing in this complaint procedure affects your statutory rights under Freedom of Information, Data Protection or other relevant legislation.

How to contact us:

Roscommon County Childcare Committee Limited
Knock Road
Castlerea
Co. Roscommon

Tel: 09496 22540
Fax: 09496 20878
Email: info@roscommonchildcare.ie
Web: www.roscommonchildcare.ie