

Donegal Education and Training Board Customer Charter

Introduction:

We are committed to providing the highest quality service in an efficient and courteous manner to all our customers, in accordance with the 12 Principles of Quality Customer Service [here](#) for customers and clients of the Public Service.

Our Commitments to You:

- You are treated with courtesy and provided with a welcoming and supportive environment
- 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 Donegal ETB will only use the information gathered for the purposes for which it was provided, in accordance with Donegal ETB's Data Protection Policies and procedures.

Complaints and Appeals:

Donegal ETB will maintain an accessible, transparent and easy to use system of dealing with complaints including appeals regarding the quality of service provided and ensure that such complaints are dealt with in a consistent and fair manner

How to Contact Us:

We value your input and are here to help you. If you have any questions, concerns, or require further assistance, please do not hesitate to contact us via:

Phone: 074 - 9161600 **Email:** info@donegaletb.ie eolas@donegaletb.ie **Website:** [Donegal ETB](#)