

## National Centre for Technology in Education

# CUSTOMER CHARTER

*The National Centre for Technology in Education is an agency of the Department of Education and Science, and is responsible for managing the implementation of the Government's ICT in Schools policy.*

The National Centre for Technology in Education is committed to maintaining and improving its commitment to, and delivery of, the highest standards of customer service.

This customer charter sets out the standards of service you can expect from the National Centre for Technology in Education and how you may contact us.

## Our Commitments to You

We will seek to ensure that all enquiries are handled with courtesy and with the minimum delay possible.

### Telephone Enquiries

- We will answer the phone promptly during the reception opening hours of 9.15am and 5.15pm
- Customers will be informed as to the name of the section and person to whom they are being transferred.
- If we cannot provide a customer with an immediate response, the customers name, organisation/school name, school roll number, contact number and email address will be taken, and a return call will be made at a time convenient for the customer.
- Where voicemail is in operation, we will respond to all messages promptly. Staff will maintain an updated voice mail message to inform customers if they are out of the office for any more than one working day or provide an alternative contact.
- If the query cannot be answered by the NCTE, we will endeavour to provide a possible alternative source of information.

### Written Correspondence - email/postal/fax

- We will ensure that a contact name, telephone number, fax number and email address will be given with all NCTE correspondence to ensure ease of communications.
- We will use an out of office email autoresponder to inform customers if staff are out of the office for any more than one working day.
- For queries received by email, an initial acknowledgment of receipt will issue within 3 working days
- We will provide a response to a routine customer query within 10 working days.

- We will endeavour to respond to complex queries or queries requiring further research or consultation within 20 working days. In the event that a full response cannot be given within this timeframe, we will send an interim reply indicating when a full response can be expected.
- We will reply in a clear and simple manner, with use of technical terms kept to a minimum.

#### Callers to Our Offices

- We will treat all visitors with respect and courtesy
- We will provide all visitors with suitable meeting rooms and facilities that are clean, comfortable and accessible, and that meet minimum occupational health and safety requirements
- If an appointment has been confirmed in advance, we will keep waiting time to a minimum
- We will do our best to accommodate customers who do not have an appointment

#### Information

- We will provide information to customers in an open, transparent, timely, accurate and clear manner
- Information on the activities of NCTE will be provided at all points of contact
- We will publish a wide range of information materials in a variety of formats
- The NCTE website ([www.ncte.ie](http://www.ncte.ie)) will be reviewed regularly, with up-to-date, clear and concise information provided that is relevant to our customer base provided.
- We will comply with the Freedom of Information and Data Protection Acts.

#### Complaints

- You can make a complaint about the service you have received to any member of our staff.
- We will handle complaints about standards of service received or decisions made in a fair, transparent and professional manner.
- If it is not possible to resolve the complaint with the person you are dealing with, you may address your complaint to the Director by writing to The Director, c/o of the Senior Administrator, National Centre for Technology in Education, Dublin City University, Glasnevin, Dublin 9.
- An acknowledgement of receipt of the complaint will be issued within 3 working days of receipt. We will issue a written response to the customer regarding the outcome of investigation into the complaint within 20 working days.
- We will undertake corrective action as quickly as possible and offer an explanation or apology as appropriate, if the NCTE has made an error or your complaint is upheld.

#### Equality

- We will incorporate the principle of equal treatment into all aspects of service delivery.
- Our services will be provided in an impartial and courteous manner with due regard to equality legislation.
- We will pay particular attention to avoiding discrimination under the nine grounds identified by the Equality Authority.
- We will make every effort to take account of the particular needs of minority groups.

## Services Through Irish

- We will make every reasonable effort to ensure high quality services are provided through Irish
- We will reply in Irish to correspondence received in Irish
- We will meet our obligations under the Official Languages Act 2003
- We will publish key corporate documents in Irish

## Consultation/Feedback

- We welcome and encourage customer feedback on our services and the manner in which they are provided
- We will make use of technology and on-line feedback facilities to ensure ease of consultation with our customers.

## Contacting the NCTE

Customers may contact the NCTE through the following mediums:

Medium	
By Telephone	<ul style="list-style-type: none"><li>▪ The main NCTE telephone number is +353 1 7008200</li><li>▪ If you know the name of the person you wish to contact, you can telephone directly by replacing the last 4 digits of the phone number with the extension number you require.</li></ul>
By Fax	<ul style="list-style-type: none"><li>▪ The NCTE fax number is +353 1 7008210</li></ul>
By Email	<ul style="list-style-type: none"><li>▪ The general email address of the NCTE is <a href="mailto:info@ncte.ie">info@ncte.ie</a></li><li>▪ Individual staff email addresses are available on the NCTE website.</li></ul>
By Post	<ul style="list-style-type: none"><li>▪ Postal correspondence can be addressed to - National Centre for Technology in Education (NCTE), INVENT Building, Dublin City University, Glasnevin, Dublin 9</li></ul>
Through the NCTE Website	<ul style="list-style-type: none"><li>▪ Comments and queries may also be submitted to the NCTE through the Contact Form on the NCTE website - <a href="http://www.ncte.ie/AbouttheNCTE/ConditionsofUse/ContactUs/">http://www.ncte.ie/AbouttheNCTE/ConditionsofUse/ContactUs/</a></li></ul>
In Person by Calling to our Offices	<ul style="list-style-type: none"><li>▪ The main offices of the NCTE are in the INVENT Building, on the Dublin City University campus, in Glasnevin, Dublin 9.</li><li>▪ Link to <a href="#">Directions to the NCTE</a></li></ul>
Through the Broadband Service Desk	<ul style="list-style-type: none"><li>▪ The Broadband Service Desk deals with all queries relating to the Schools Broadband Network. This includes queries on broadband connections, content filtering, blocking and unblocking of websites and school website hosting.</li><li>▪ The Service Desk can be contacted as follows:<ul style="list-style-type: none"><li>○ Freefone 1800 334466</li><li>○ Email: <a href="mailto:servicedesk@ncte.ie">servicedesk@ncte.ie</a></li><li>○ Fax: 00353 1 8473370</li><li>○ Address: P.O. Box 10101, Dublin 17</li></ul></li></ul>

## Help us to Help You

- Customers can assist the NCTE to provide a better service by providing the school roll number/other reference number, a contact name, a phone number and an email address (if one is available) in all correspondence.
- If you have internet access, check the NCTE website [www.ncte.ie](http://www.ncte.ie) to see if the information is available before contacting us for the information you require.
- For Broadband queries, please ring the Broadband Servicedesk directly on 1800 334466.
- You can make a comment or a suggestion about our services using the contact form on the Contact Us section of the NCTE website.
- Customers calling to the offices in person are advised to arrange an appointment in advance so as to ensure that the appropriate person is available and to notify us in the event of delay or cancellation.
- Please provide without delay information/documentation requested by our staff.
- Please treat our staff with courtesy and consideration.