

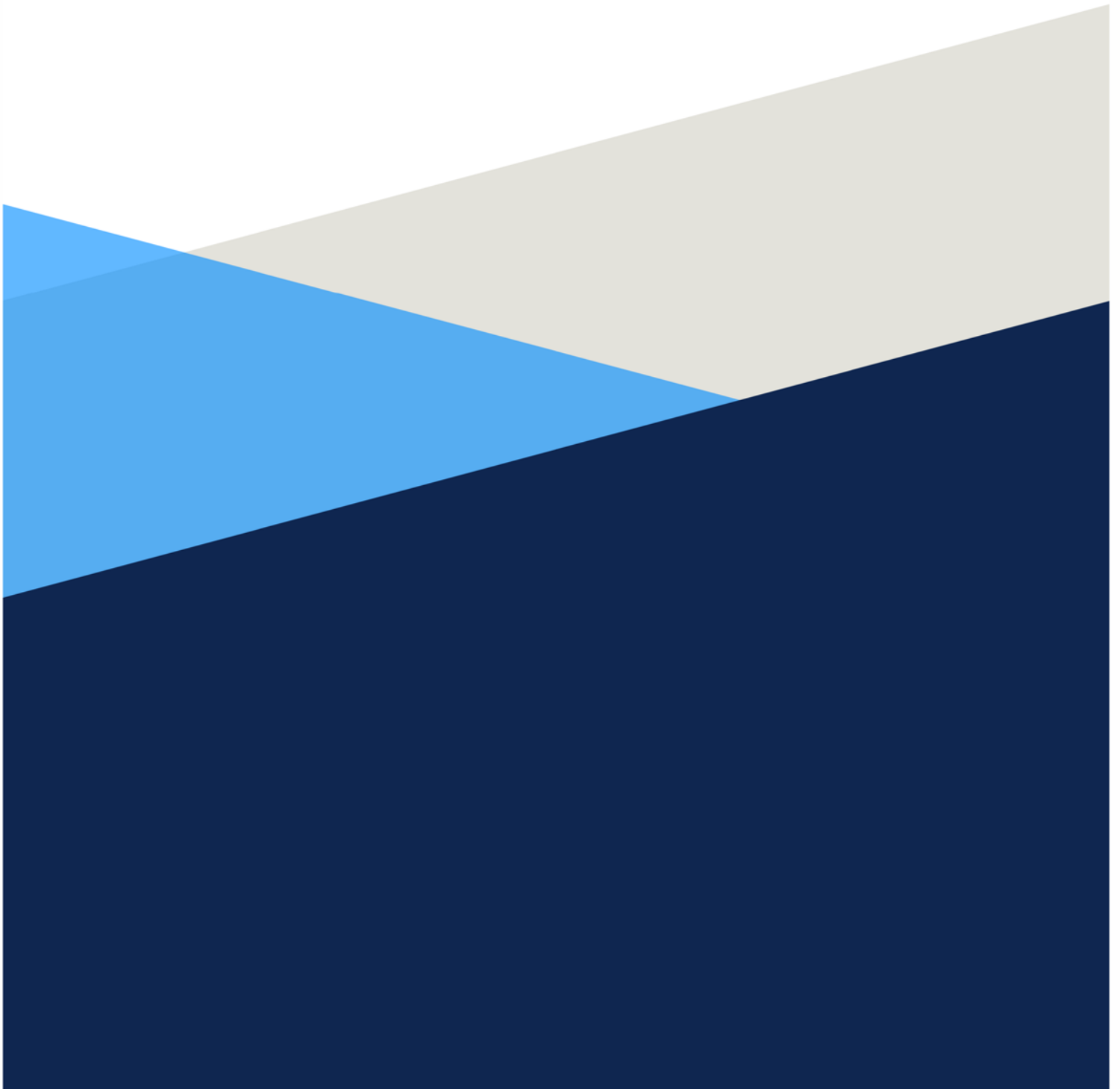


**NCCA**

An Chomhairle Náisiúnta  
Curáil agus Measúnachta  
National Council for  
Curriculum and Assessment

# Customer Charter

2019 – 2022



## Customer Charter 2019 – 2022

The purpose of this Customer Charter is to set out the standard of service our customers can expect to receive from the National Council of Curriculum and Assessment (NCCA). The NCCA is committed to treating all of our customers equally and providing the highest quality of customer service.

### About the NCCA

The NCCA was established in November 1987 as a successor to the Curriculum and Examinations Board and was reconstituted as a statutory body in July 2001.

The brief of the statutory Council as outlined in the Education Act (1998), is to advise the Minister for Education on matters relating to:

...the curriculum for early childhood education, primary and post-primary schools and the assessment procedures employed in schools and examinations on subjects which are part of the curriculum. (41.1 a, b)

The aims of the NCCA are to:

- advise the Minister for Education on curriculum and assessment from early childhood to the end of second level
- engage with learners, teachers, practitioners, parents and others to support innovation in schools and other educational settings
- undertake, use and share research as a basis for advice and debate on education.

## Our Customer Charter

- Outlines the standards and levels of service customers can expect when dealing with us by letter/e-mail, by telephone or via our website.
- Provides details of contact points in the range of offices and agencies who assist the NCCA in the delivery of its programs.
- Sets out the steps to take in the event that you are not satisfied with the level of customer service provided and wish to make a complaint.

## Our commitment to our customers

Customer satisfaction is very important to us and we aim to achieve this by following the targets/objectives of the Quality Customer Service Guiding Principles as set out in our Customer Action Plan.

## Telephone Enquiries

Staff will be available to answer telephone calls from 9.15am to 1.00pm and from 2.00pm 5.00pm Monday to Friday. Our aim is to answer all calls quickly. Staff will identify themselves and their area of work. Our staff will be polite and helpful and endeavour to provide our customers with clear and correct information. If the staff member cannot give an answer straight away, the customer's details will be recorded and the customer will be called back at a suitable time. If the customer wishes to speak to a staff member that is unavailable, a voicemail system is in place to record messages. Staff will endeavour to respond to voicemail queries in a timely manner.

## Written communication

The NCCA will acknowledge the majority of written communications (email and post) within five working days of receiving them and provide a final reply within ten working days. In cases where there is going to be a delay, our staff will be in touch to explain this to the customer before the ten day period is up. Customers will always be provided with full contact details for the staff member they are dealing with. If the correspondence is for another Government department or body, we will advise customers with regard to the best action to take.

## Personal callers

The NCCA office address is included in the contact information section below. Our staff will be available to meet by appointment with our customers and contractors during normal office hours. Such appointments are only possible once they adhere to public health and safety advice. Staff will greet visitors politely, be fair and helpful and deal with their enquiries as quickly as possible. NCCA will provide suitable facilities for meetings and will make sure that our offices are clean and safe. We will also make sure that our offices are accessible for people with disabilities.

## Accessibility

The NCCA's Access Officer is:

Maura Dee, Higher Executive Officer

[maura.dee@ncca.ie](mailto:maura.dee@ncca.ie)

## Equal status policy

The NCCA are fully committed to providing a service that all our customers can avail of and that treats all customers equally. The NCCA will do its best to make sure that the service we provide takes account of the needs that particular groups of customers may have, and we will consult with our customers to make sure that their accessibility needs are catered for. Staff will be provided with suitable training to support these commitments.

The Public Sector Duty, set out in Section 42 of the Irish Human Rights and Equality Commission Act, 2014, places a legal obligation on all public bodies to promote equality, prevent discrimination and protect the human rights of their employees and everyone affected by their functions and services.

## Service in Irish

The NCCA will in line with The Official Languages Act of 2003 accommodate persons who wish to conduct their business through the medium of Irish.

## Training

NCCA will invest in customer service training for staff who are in contact with the general public.

## Making a complaint

There is always a possibility that a customer may be dissatisfied with the quality of service received from the NCCA. As an organisation we recognise that mistakes can be made and delays can occur.

If you are dissatisfied with the quality of the service itself or the manner in which the service was delivered, please express this to the officer with whom you are dealing who will try to help. If you prefer, please ask to speak to a manager who will assist. We aim to resolve all difficulties at local level where possible.

If you remain dissatisfied and wish to make a complaint, you can contact the Quality Customer Service Officer, who will arrange for your complaint to be formally examined by the Head of the relevant Section or an official nominated by the Head of the Section who will respond to you directly. Complaints may be made either orally (a written record will be made) or in writing. Please see the '[contact us](#)' section below for the relevant address.

If a complaint cannot be resolved, customers have the right of further appeal to the Office of the Ombudsman. Contact information for the Ombudsman is also included in the '[contact us](#)' section below.

## Feedback

The NCCA is committed to customer consultation and is always looking for ways to improve our services. If customers wish to contact the NCCA in relation to the area of customer service, they can email our Quality Customer Service Officer – Morgan Lockhart. The address is: [morgan.lockhart@ncca.ie](mailto:morgan.lockhart@ncca.ie)

## Data Protection

In carrying out its work, the NCCA strives to fulfil the requirements of data protection legislation which sets out the necessary standards for protecting data subjects' privacy rights and processing personal data. As a Data Controller and a Data Processor, the NCCA's policy document sets out the legal basis for gathering and processing personal data and the organisation's responsibilities in relation to this. This document can be accessed via NCCA's website. A link to the document is included [here](#).

## Contact Us

### Dublin Address:

National Council for Curriculum and Assessment,  
35 Fitzwilliam Square, Dublin 2, D02 KH36

Phone: (01) 6617177

### Portlaoise Address:

National Council for Curriculum and Assessment,  
James Fintan Lalor Avenue,  
Portlaoise,  
Co Laois,  
Ireland

For all general queries please email [info@ncca.ie](mailto:info@ncca.ie).

For specific customer service queries please email our Quality Customer Service Officer:  
[morgan.lockhart@ncca.ie](mailto:morgan.lockhart@ncca.ie).

For specific queries relating to building access please email our Access Officer:  
[maura.dee@ncca.ie](mailto:maura.dee@ncca.ie)

## Further Contact Information

We hope that we have been able to resolve your complaint satisfactorily. However, if you remain unhappy with our response then you can refer your complaint to the Office of the Ombudsman. The Ombudsman is fair, independent, and free to use.

The Ombudsman will ask you for details of your complaint and a copy of this letter/email (our final response to your complaint).

The best way to contact the Ombudsman is by:

- Clicking on the 'Make A Complaint' link at [www.ombudsman.ie](http://www.ombudsman.ie) or
- Writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773 or
- Calling the Ombudsman on 01 639 5600 if you have any queries or if you need help making your complaint.

## Ombudsman for Children

The Ombudsman for Children may be contacted at:

Office of the Ombudsman for Children,

Millennium House,

52-56 Great Strand Street,

Dublin 1

Phone: (01) 865 6800 Free-phone 1800 20 20 40

Email: [oco@oco.ie](mailto:oco@oco.ie)