
CUSTOMER CHARTER

The objective of the Cavan County Enterprise Board (CCEB) is to discharge the duties and functions entrusted to it by the Minister for Enterprise Trade and Employment and in accordance with the Operating Agreement signed between the CCEB and the Minister for Enterprise Trade and Employment in an efficient and professional manner. The CCEB is governed by the “Code of Practice for the Governance of State Bodies” which ensures that CCEB customers and the public in general are afforded an excellent service, decisions are made fairly and without bias, CCEB staff observe the highest standard of business ethics and ensure no actions of the CCEB staff, shall ever weaken the public’s faith in the integrity of the CCEB. This Code applies to Directors, Evaluation Committee members and employees of the Board. When you are dealing with the Board, staff will seek to ensure that you are fully informed of all services and supports and that you are facilitated in gaining proper access to these services and supports.

COURTESY AND HELPFULNESS

You can expect that in all your contacts and dealings with the CCEB to be:

- at all times dealt with by the staff in a courteous and helpful manner;
- given the name of the staff member with whom you are dealing;
- directed to the appropriate staff member dealing with your enquiry.

INFORMATION

You can expect that in all your contacts and dealings with the CCEB to be:

- given full and accurate information in simple language in relation to any query you may raise.

EFFICIENCY

You can expect that in all your contacts and dealings with the CCEB to have:

- your query dealt with in a speedy and efficient manner.

PRIVACY AND CONFIDENTIALITY

You can expect that in all your contacts and dealings with the CCEB to have:

- all information, both personal and business, provided by you dealt with in total confidence and in a professional manner.

REDRESS

You can expect that in all your contacts and dealings with the CCEB that any legitimate complaint regarding to:

- (a) the improper administration of the functions entrusted to this Board; or
- (b) the manner in which an enquiry was processed;

will be dealt with speedily and sympathetically and in accordance with the Board’s Complaints Procedures. These procedures are without prejudice to an individual’s normal rights in law or to any independent review systems that might be put in place.

Signed:



Chief Executive Officer

COMPLAINTS PROCEDURE

INTRODUCTION

This procedure ensures that clients (customers/project promoters) are dealt with in accordance with the Cavan County Enterprise Board (CCEB) Mission Statement and its Customer Charter.

SCOPE

The scope of this procedure relates to all CCEB activities.

DEFINITION

- Client = Any promoter, programme participant, visitor or other person who avails or wishes to avail of CCEB services and supports.
- CEO = Chief Executive Officer
- ACEO = Assistant Chief Executive Officer
- BA = Business Advisor
- OA = Office Administrator

RESPONSIBILITIES

The Board are responsible for the resolution of a complaint. Other individual responsibilities are documented in the following paragraphs.

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The CCEB Customer Charter defines the level of care taken by and standards expected of CCEB staff to ensure that the client is properly dealt with.

COMPLAINTS

Complaints may be received in person, by telephone or in writing to any member of staff. The CEO will be notified of all complaints.

IN PERSON OR BY TELEPHONE

The complainant will be referred (in the first instance) to the person most able to resolve the complaint, where this person is not available the OA will record details of the complaint and pass it to the person at the earliest opportunity.

WRITTEN COMPLAINTS

Written complaints will be passed to the CEO for their attention and will be acknowledged by return. The CEO will retain details of the complaint.

RESOLUTION OF COMPLAINTS

Should the CEO and his staff be unable to resolve a complaint, or if the complainant is unsatisfied with the action taken, the complaint will be raised at the earliest opportunity with the Chairman and Board for their attention.

The complainant will be written to and informed of the fact. The CEO will monitor complaints and the resolution of them. Complaints will be notified to the Board at their next meeting.