



**NCCA**

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

# Customer Action Plan

2019 – 2022



## Customer Action Plan

Quality customer service is a key priority for the National Council for Curriculum and Assessment (NCCA). The Customer Charter sets out the level of service customers can expect when dealing with the NCCA. The Customer Action Plan develops these commitments and standards and outlines how they will be achieved over the lifetime of the plan.

The NCCA defines a customer as all those who contribute to and are supported by the curriculum and assessment work of the Council as well as those who interact with the services and information our organisation provides. This includes practitioners/teachers, children/students, school leaders, parents, researchers, stakeholders, members of the public, our parent Department and the Minister for Education.

The NCCA is committed to providing a professional, efficient and courteous service to all its customers, providing and delivering the highest quality of service in accordance with the Principles of Quality Customer Service as set out in the Civil Service Quality Customer Service Initiative launched in 1997 and updated in 2002.

It is published in Irish and English in the Corporate Publications area of the NCCA's website.

The NCCA's Customer Charter is displayed in all our offices.

## Equality/Diversity

The NCCA will ensure the rights to equal treatment are adhered to. The NCCA will accommodate diversity, so as to contribute to equality for the groups covered by equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller community).

The NCCA is committed to:

- Treating all customers equally and in accordance with relevant legislation.
- Providing translation and interpretation services, including Irish Sign Language (ISL), to meet customer needs.

- Providing application forms in alternative formats, audio or other languages (as far as practicable), on request.
- All major publications (including the NCCA's Annual Report and Statement of Strategy), main pages of our [website](#) and signage in public offices will be provided in Irish and English.
- Provide quality services through Irish and/or bilingually, to inform customers of their right to choose to be dealt with through one or other of the official languages.
- Identify and work to eliminate barriers to accessing services.

## Customer Information and GDPR

The area of customer information and customer data are extremely important to the NCCA. The following actions are committed to over the course of the three years of this plan.

- The NCCA will take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. The NCCA proactively utilises Information Technology and ensures that our website meets accessibility standards.
- The NCCA will provide customers with information that is comprehensive, clear, accurate and accessible for customers with specific needs.
- Application forms and information leaflets will comply with plain English standards and best practice. Requests for information in alternative formats or languages will be facilitated.
- The NCCA will process all customer information in accordance with the Data Protection Acts, through the promotion of a culture of GDPR awareness and compliance.
- The NCCA will carry out targeted information campaigns and consultations on significant service changes as they arise.
- Staff training will be provided in the area of GDPR.

## Timeliness and Courtesy

- The NCCA will deliver quality services with courtesy, sensitivity and minimum delay, fostering a climate of mutual respect between the NCCA's and its customers. Our staff will provide contact names in all communications to ensure ease of ongoing transactions.
- Our staff will treat all customers with courtesy and respect
- Our staff will aim to respond with correspondence within 5 working days
- Our staff will aim to provide final correspondence within 10 working days
- Our staff will answer calls in a timely manner
- Our staff will provide their name to the customers they are dealing with

In addition, the phone system of the NCCA will be upgraded, in order to provide a better quality of service. It is proposed that the new system should be further enhanced by Q4 2022 to facilitate the compiling of detailed data on the calls received by NCCA, in order to better meet the demands of our customers.

## Communications, Consultation and Feedback

- Our staff will provide easy access to customers who wish to give us feedback. Details of how to make a comment or complaint are available in the Customer Charter which is available at all our public offices and on the NCCA website. Additional information with regard to complaints is also included in the 'complaints' section below.
- Our staff will take onboard feedback on the standard of our service delivery. This will be done through a number of channels including customer comments and complaints.
- Our staff will engage proactively with customers and their representative groups on consultations or significant changes to existing services.

- Staff are recognised as internal customers and are properly supported and consulted with regard to service delivery issues. The NCCA will ensure support via internal customer service areas of the NCCA and are kept informed of developments through use of appropriate and relevant channels.

## Physical Access

- We will provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people specific needs.
- We will provide suitable access and facilities are in place in our offices for customers and staff, including those with specific or additional access needs.
- We will ensure that Access Officers provide assistance and guidance, where required.
- We will endeavour to provide universal access to facilities within our offices.

## Complaints

We will inform customers, where the matter is not resolved, of the right to contact the Office of the Ombudsman and seek to have the matter examined by that office.  
<http://www.ombudsman.gov.ie/en/>

### Comments and complaints process

The National Council for Curriculum and Assessment is committed to giving you the best possible service at all times. Let us know when you get good service, when things go wrong, or how we can improve our services.

If you are not satisfied with the standard of service you receive from us, you can make a complaint. The NCCA has a complaints process to help resolve complaints and we will investigate your complaint promptly, thoroughly and fairly.

## How to make a comment or complaint

If you wish to give feedback on the service you received, you can make a comment. If you have a complaint, you should contact the staff member or section, you have been dealing with to have it resolved. If the issue is not resolved to your satisfaction, you can make a formal complaint to our Customer Service Unit.

You can submit a comment or complaint in a number of ways:

- Visit the Contact Us or Comments and Complaints area of our website [www.ncca.ie](http://www.ncca.ie) or
- Call us on (01) 6617177 or
- Write to: Customer Service, National Council for Curriculum and Assessment, 35 Fitzwilliam Square, Dublin 2.

### How complaints are processed by the NCCA

We deal with your complaint properly, fairly and impartially.

### Review of complaint

If you are unhappy with the outcome of the investigation, you can request to have your complaint reviewed by another officer, explaining why you are not satisfied with the reply you received. A review of a complaint will be completed within 20 working day or where this is not possible, an interim response will issue.

## Office of the Ombudsman

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.