

## What to do if you have a problem

The City of Dublin Education and Training Board (City of Dublin ETB) is committed to providing a service of the highest quality.

Staff will do everything possible to ensure that this level of service is provided. However, when things go wrong or you disagree with something we do, you have a right to discuss your problem or make a complaint. The procedure outlined below is designed to deal with complaints about issues such as delays, mistakes, poor customer service (See Notes below).

Should you decide to make a complaint, we will take it seriously and deal with it as quickly as possible. We will investigate your complaint thoroughly and impartially. We will treat you sympathetically and courteously, and your future dealings with City of Dublin ETB will not be affected in any way.

### What to do if you have a problem relating to a particular City of Dublin ETB school/ college/centre.

**Step 1** Most problems can be resolved straightaway by bringing them to the attention of the person you are dealing directly with in the school/college/centre. You should write or arrange to speak with this person about your complaint.

**Step 2** If your problem is not resolved by discussion, local school/centre procedures should be followed. Briefly, these procedures are as follows:

- Principal/Head of Centre will request that you put your complaint in writing to him/her.
- On receipt of your written complaint, the Principal will undertake an investigation
- The Principal will advise you of the outcome of his/her investigation and inform you of his/her findings and resolutions.

#### **It is important that local procedures are used in the first instance to address your problem.**

**Step 3** Appeals Procedure

If you are still not satisfied, you should write directly to the Chief Executive who will arrange to have your complaint investigated. The address of the Chief Executive is on the back of this leaflet.

### What to do if you have a problem relating to City of Dublin ETB Head Office

**Step 1** Write or arrange to speak to personnel in the relevant City of Dublin ETB Head Office Section about the issue that concerns you.

You will find contact details for City of Dublin ETB Head Office on the back of this leaflet.

**Step 2** If, after talking to the person in the appropriate section in Head Office, you are not satisfied with the outcome of your complaint you can contact the relevant Head of Section who will arrange to have your complaint investigated. Contact details for Head of Sections are available on request.

**Step 3** Appeals Procedure

If you are still not satisfied, you should write directly to the Chief Executive who will arrange to have your complaint investigated. The address of the Chief Executive is on the back of this leaflet.

When a complaint is brought to Appeal stage we promise to:

- Reply in writing within 10 working days.
- Investigate thoroughly and explain the reasons behind the decision we take.
- Take speedy action to put right those things that have gone wrong.
- Write to you in clear language.
- Assist you at any stage of the process if you so wish.

Note:

- This complaints procedure does not affect your rights under statutory formal appeals that govern enrolment, suspension, expulsion, grants etc.
- For staff members, procedures are already in place – in agreement with the Trade Unions – relating to grievance procedures and Bullying & Harassment.
- A comments/complaints form is included in this leaflet and is also available on our website ([www.cdetc.ie](http://www.cdetc.ie))

# Complaint Form

If you are dissatisfied with the quality of service you received, please complete this form, detach and return to the Principal / Head of Centre / Head of Section, Head Office as appropriate:

(PLEASE WRITE IN BLOCK PRINT)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone : \_\_\_\_\_

Email address: \_\_\_\_\_

Is this the first time you have made the complaint?

YES

NO

City of Dublin  
 ETB location (centre  
 about which you are  
 making a complaint)

Please give details of your complaint: *(include date, department, other relevant details)*

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Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Completed form to be returned as indicated above or to:  
 Chief Executive, City of Dublin Education and Training Board, Administrative Offices, Town Hall, 1-3 Merrion Road,  
 Ballsbridge, Dublin 4, D04 PP46