

CORK INSTITUTE OF TECHNOLOGY

QUALITY SERVICE CHARTER

Quality Service Charter

Our Commitment to Quality Service

- We will provide a quality service in an efficient, effective and timely manner to all our customers. We will maximise the use of technology to improve service delivery

Our Service Standards

- We will provide customers with information on our service standards at the point of service
- We will publish details of our services and the standards we aim to achieve in our Customer Service Action Plan
- We will measure our performance and publish the results in our Annual Report

Telephone Calls

- We will answer calls promptly and courteously
- Where voicemail is in use, we will return your call within one working day of receipt of the message
- Voicemail messages will state if the person you are calling is away for more than one working day and will provide an alternative contact number
- We will identify ourselves and/or the name of our section when answering the telephone
- We will make every effort to provide you with the information you require as quickly as possible
- If we are unable to deal with your query we will try to put you in contact with someone who can assist you

Correspondence/Email

- We will reply to correspondence within 15 working days
- We will acknowledge correspondence received by email on receipt and reply within 15 working days
- We will contact you to inform you of progress if a final reply is not issued within 15 working days
- We will communicate clearly providing you with a full response to your queries

Callers to Our Offices

- We provide reception and meeting room facilities at all our campuses (Bishopstown, Crawford College of Art & Design, Cork School of Music and the National Maritime College of Ireland)
- We will ensure that our reception and meeting facilities are clean, accessible and maintained to a high standard of comfort and safety
- We will provide you with the maximum level of privacy possible
- We will meet you at the appointed time and be friendly, helpful and courteous in our dealings with you

Information and Application Forms

- We publish a wide range of reports, policy statements, circulars and information leaflets on various aspects of our services
- We will ensure that our information and application forms are clear and well presented
- We will comply with the Freedom of Information Acts, 1997 and 2003 and with the Data Protection Acts, 1988 and 2003
- You can get information on our services from the Section/Unit providing the service

Complaints and Appeals

- You can make a complaint about the service you have received, to any member of our staff
- We will handle complaints in an objective, courteous manner using fair, open and transparent procedures
- We will respond to your complaint promptly and we will reply to written complaints within 15 working days
- Appeals will be dealt with in a prompt manner, investigated fully and responded to as soon as possible. Where necessary an Appeals Committee will be brought together to review the complaint

Equality and Diversity

- We aim to ensure equality of access to our services, accommodating those covered by the nine grounds identified in equality legislation
- We provide access to our services for people with disabilities
- We have wheelchair access to our public offices. If you have particular requirements regarding access to our offices, please telephone in advance of your visit and a member of staff will meet you and assist you in every way possible
- We will provide information in formats such as Braille or large print on request
- We will ensure that our website complies with disability access requirements

Irish Services

- We will comply with the requirements of the Official Languages Act, 2003
- We will reply in Irish to correspondence received in Irish
- We will respond in Irish to callers who wish to speak in Irish, where possible, or offer to have the call returned within 1 working day by a member of staff who can deal with queries in Irish
- We publish corporate publications in Irish and English

Our Contact Details

- We will give contact details (name, address, direct dial number, fax) in correspondence
- We will give e-mail addresses in correspondence to provide the choice of replying by e-mail if the nature of the business is not confidential
- We will provide updated contact information on our website
- If you dial any of the Institute's mainline numbers, our telephone operators will connect you to a telephone extension in any of our main office locations

Help Us to Help You

- In correspondence, please quote any reference numbers and use the contact details you were given
- You can make a comment or suggestion about how we can improve our services using the Comment and Suggestion Form on our website or available from our staff
- If you have Internet access, check our website for the information you need at www.cit.ie
- We recommend that you make an appointment if you wish to meet a particular member of staff, to ensure that they are available

Telephone Numbers;

Bishopstown +353 21 4326100

Crawford College of Art & Design +353 21 4966777

Cork School of Music +353 21 4270076

National Maritime College of Ireland +353 21 4970600