

## **NCCA Commitment to Quality Service**

The Chief Executive and staff are committed to providing a high quality service to all who deal with the NCCA. We work hard to maintain and improve the standard of service we provide and to keep problems to a minimum.

If you are not satisfied with the service we provide, please let us know. Only in this way can we improve matters. We welcome your feedback and will deal with your complaints promptly, impartially and in confidence.

## **How to Complain**

The following approach is suggested:

- Initially complaints should be directed to the relevant section of the Office, either by phone or in writing. The staff there will try to resolve your complaint without delay
- If your complaint cannot be resolved by the staff directly involved or if you are unhappy with their response, you should ask for the complaint to be referred to the Manager of the area
- In the event that you are still unhappy with the response, you should contact the Customer Service Executive who will arrange for your complaint to be officially investigated. His contact details are as follows:

<b>Mr. Morgan Lockhart - Customer Service Executive</b>	
National Council for Curriculum and Assessment 24 Merrion Square Dublin 2	Tel: + 353-1-7996400 Fax: + 353-1-6617180 email: <a href="mailto:morgan.lockhart@ncca.ie">morgan.lockhart@ncca.ie</a>

## **Information which should be provided**

You will help to speed up the investigation of your complaint by providing the following details if available:

- the date of the occurrence
- your name
- exactly what you are dissatisfied with
- the name of the official(s) or section(s) who dealt with you (if known)

- a daytime telephone or fax number if you would be happy for us to contact you by phone - this may help us to resolve the matter more quickly.

### **Can you appeal?**

If you are not satisfied with the outcome of the review by the Customer Service Executive the matter may be appealed to

<b>Dr. Anne Looney, Chief Executive Officer</b>	
National Council for Curriculum and Assessment 24 Merrion Square Dublin 2	Tel: + 353-1-7996400 Fax: + 353-1-6617180 email: ceo@ncca.ie

### **We are committed to:**

- treating complaints promptly, impartially, sensitively, and in confidence
- resolving complaints, where possible, at the first point of contact
- correcting any incorrect or inappropriate action on our part as soon as possible
- dealing with complaints within two weeks of receipt and if this target cannot be met, contacting you to explain why and making a commitment to reply by a specified date
- learning from mistakes to ensure that errors are not repeated.