

**Skillnet Ireland
Quality of Service
Statement**



Introduction

We are committed to providing clients with service of the highest possible level of quality. In order to achieve this, we aim to continually improve processes, products and services, endeavouring to meet and exceed client satisfaction at all times. The implementation of this Quality of Service Statement is the responsibility of all staff members, with overall responsibility residing with the Chief Executive of Skillnet Ireland.

Our commitment

- To comply with the 12 Principles of Quality Customer Service for Customers and Clients of the Public Service (which can be found [here](#)) at all times in providing our service.
- To improve client satisfaction by encouraging communication and consultation, identifying areas for improvement and implementing necessary changes.
- To ensure that Skillnet Ireland staff receives appropriate training in order that they can provide clients with the quality of service described in this statement.
- To ensure that all company policies and procedures have the full support of senior management.
- To ensure that we continually monitor and review our Quality of Service Statement to ensure that it reflects the changing needs of our clients.
- To deal with complaints in a timely and effective manner and in line with our Complaints Procedure. which may be found by clicking [here](#).