

Skillnet Ireland Customer Charter 2021-2023

Introduction

Skillnet Ireland is a business support agency of the Government of Ireland. Our mandate is to advance the competitiveness, productivity and innovation of businesses operating in Ireland through enterprise-led workforce development.

Skillnet Ireland is committed to its role in the promotion and facilitation of work-based training and upskilling as key elements in sustaining Ireland's national competitiveness.

Skillnet Ireland funds and facilitates training through business networks of private sector companies, in a range of sectors and regions. Each network delivers training that is relevant to specific industry sectors or regions and member company needs.

Skillnet Ireland' clients are members of the public with whom we interact with at different levels. This includes a wide variety of stakeholders such as our Business Networks and their contracting organisations and through other funded initiatives funded by Skillnet Ireland.

In fulfilling our role, we are committed to providing all our clients with a high standard of service in accordance with the 12 Principles of Quality Customer Service for Customers and Clients of the Public Service approved by Government and in accordance with our Quality of Service Statement. This Charter, supplemented by our **Customer Action Plan** and **Quality of Service Statement** sets out the standards of service we aim to provide to our clients.

Contact by Telephone

If you contact us by telephone we will endeavour to:

- answer your call as promptly as possible;
- be courteous and helpful to you at all times;
- enable you to speak to the person who will be of most help to you;
- answer your query in full;
- take your details and call you back as soon as possible, if we cannot answer your query immediately; and
- respond to all voicemail messages promptly.

Written Correspondence

If you send us a letter or email we will endeavour to:

- ensure you receive a full reply within 5 working days;
- advise you who will deal with your enquiry and their contact details;
- if there is a delay, write to you explaining why and tell you when you can expect a full reply; and
- write to you in simple and clear language and avoid using jargon or technical terms unless necessary.

Visitors to the Office

If you visit us in person we will endeavour to:

- treat you with courtesy, respect your privacy and be fair in our dealings with you;
- meet you at the agreed time if you have made an appointment with us;
- provide appropriate and accessible facilities for meetings if you have made an appointment; and
- keep our offices clean and tidy, ensuring that they meet health and safety standards.

Complaints to Skillnet Ireland

If you complain to Skillnet Ireland about our behaviour or actions or decisions we will deal with your complaint in accordance with our complaints system, which is available to view [here](#). We will endeavour to:

- acknowledge your complaint within 5 working days;
- tell you how long complaints of this type usually take to examine;
- tell you who will be dealing with your complaint;
- keep you advised of progress on your case; and
- inform you as promptly as possible and as clearly as possible of the outcome of the examination.

Appeals to Skillnet Ireland

If you wish to appeal a decision which you have received from Skillnet Ireland in relation to the awarding or refusal of a grant or the procurement of a contract to provide goods/services you should follow the Appeals Procedure which is available to view [here](#).

Equality / Diversity

- We are committed to providing a service to all clients that upholds their rights to equal treatment established by equality and disability legislation.
- We will aim to ensure that our services and facilities are accessible to all our clients, including those with special needs.

Help Us to Help You

You can help us as we try to give you a high-quality service by:

- stating your complaint as clearly and as concisely as you can;
- ensuring that you send us copies of key supporting documents when submitting your complaint;
- quoting any relevant reference number in all communications with us;
- treating our staff courteously, as you would wish to be treated yourself; and
- making comments or suggestions about the service you receive.

Consultation and Feedback

We are proud of our reputation of being open and flexible and always try to improve the way we go about our task. We take a structured approach to meaningful consultation with our stakeholders in relation to the development, delivery and review of services and we welcome your observations on this charter and on how we can improve our service. If you have any feedback on this Charter, Skillnet Ireland or any of services we/our networks provide please let us know by emailing us at customerservice@skillnetireland.ie.

In order to ensure that our consultation and feedback framework develops over time we will identify areas where more or better consultation is needed based on the feedback given to us by our stakeholders. We will report on the outcome of our consultation process on this page. We will keep this policy updated and amend it where we believe improvement is necessary.

Complaints to the Ombudsman about us

If you feel that you have been unfairly treated, it is open to you to contact the Office of the Ombudsman. By law the Ombudsman can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in your dealings with us. The Ombudsman provides an impartial, independent and free dispute resolution service. More information about how to make a complaint to the Ombudsman may be found on the Ombudsman website www.ombudsman.ie.

Where to Get More Information

This charter is available in electronic format on our website www.skillnetireland.ie where details regarding our other services, policies and contact information are also available.

Where to find us:

Our full contact details are available on the [Contact Us](#) page.

Our address is:

Skillnet Ireland
Fifth Floor, Q House,
76 Furze Road,
Sandyford,
Dublin 18,
D18 E268
Telephone: + 353 1 2079630

