

Offaly County Childcare Committee Ltd Customer Charter

Who are we?

Offaly County Childcare Committee Ltd is a not for profit incorporated company set up in 2002 to provide a planned and co-ordinated approach to the support and development of high-quality early years services in Offaly.

Offaly County Childcare Committee Ltd is committed to providing a high-quality service to all our customers.

Services are provided through one to one meetings, public and community meetings, telephone conversations, postal information and the provision of training and workshops.

Our Mission

"Offaly County Childcare Committee Ltd will support the development of quality, affordable, inclusive, accessible childcare and family friendly services for all children in every part of the county".

What we do

Offaly County Childcare Committee Ltd works with existing and potential early years practitioners, existing and potential childminders, childcare students and parents to support the development of quality accessible childcare in County Offaly.

Commitment to Service Provision

Offaly County Childcare Committee Ltd is committed to providing a high quality service to all our customers. Services are provided through one to one meetings, public and community meetings, telephone conversations, postal information, email, text alerts and the provision of training and workshops.

Service Standard

Our team of courteous and experienced staff are happy to offer advice and assistance with any enquires you may have

When you contact us either in writing or by email we will:

- Endeavour to deal with general correspondence within 5 working days of receipt.
- Try to give you a full reply with as much information as possible.

When you contact us by telephone:

- We will give you our name and the name of our organisation when answering the telephone.
- We will try to deal with our telephone enquiry at the time or pass you to a member of staff who can.
- If the person you need to speak to is not available, you can choose to speak to someone else who can help. If you leave a message we will endeavour to get back to you within 2 working days.
- If the relevant staff member you request is unavailable due to annual leave or sick leave you will be informed of this and advised of their return date and alternatively another member of staff will endeavour to deal with your query.

You can expect us to:

- Be courteous and professional at all times
- Give you as much information and immediate advice as possible
- Observe privacy and confidentiality in all matters
- Give you a quality service at all times

Specific Service Standards

We undertake to:

- Respond to your request for information within 5 working days
- As necessary advise you of progress at regular intervals

When You Ask For an Appointment

If you wish to make an appointment with a staff member please contact one of the following to arrange a mutually convenient appointment.

Staff:

Name	Role	Area of Responsibility
Aine Brummell	Manager	Governance, Staffing, HR, new start-ups, Equality & Diversity, AIM
Sheena Dignam	Training & Finance	Finance, Child Protection, Learner Fund, Parent & Toddler, Childminder Development Grant
Ruth Finney	Early Years Support Worker	Quality, Childminders, Aistear, Siolta, Service Development, AIM
Sylvia Mooney	Early Years Support Worker	Quality, Afterschool, Aistear, Siolta, Service Development, AIM
Frances Doyle	Admin Support Worker	PIP, Government Funding Programmes, Library

When we arrange to meet with you

Offaly County Childcare Committee Ltd will endeavour to meet customers in a mutually convenient / suitable location that facilitates people with specific requirements.

Transparency

Offaly County Childcare Committee Ltd is committed to transparency in all of its decision-making processes (in line with the Freedom of Information and Data Protection Acts) and will deal with customers in a conscientious and honest manner ensuring impartiality at all levels.

Treating Everyone Fairly

Offaly County Childcare Committee Ltd is committed to working in a fair and equal manner with all its customers.

What You Can Do To Help

- Keep us informed of any change in your contact details to ensure that we can continue to provide services to you
- Attend any appointment in time, or let us know if you cannot do so.
- Provide information we ask for in advance of meeting as this will help speed up the process.
- Ensure that you read all the information that we provide for you, it is to your benefit.
- At certain times of the year we will be extremely busy. We will advise you of this and will continue to make every effort to give you a timely response to your queries.

Contact Details

Contact details for Offaly County Childcare Committee Ltd
St Joseph's community centre
Kilcormac
Co Offaly

Telephone: 057 91 35878
Email: info@offalychildcare.com
Web: www.offalychildcare.com