



Tipperary ETB

Bord Oideachais & Oiliúna Thiobraid Árann
Tipperary Education & Training Board

Customer Service Charter

The purpose of this Customer Charter is to set out the standards of service you can expect to receive from Tipperary Education and Training Board (ETB).

We work to continuously improve the quality of the services we provide. We do this by applying the 12 Quality Customer Service Guiding Principles for the public service, which are set out in our Customer Service Action Plan.

We monitor our performance under our Customer Service Action Plan.

Services in Irish

We can provide our services through Irish. If you wish to conduct your business through Irish, please contact reception@tipperaryetb.ie, who will make every effort to facilitate you.

Help us to help you

To make our service better, we will ask that you:

- Provide as much relevant information as possible.
- Give full and accurate information.
- Treat our staff with courtesy and respect.
- Make an appointment if you wish to see a particular member of staff.

Submit feedback

Your feedback helps us to improve our customer service. If you want to provide comments or suggest how we can improve our service delivery, complete our [Customer Service Questionnaire](#), or contact Tipperary ETB's Customer Services Officer at:

Email	customerservice@tipperaryetb.ie
Phone	(067) 31250
Post	Customer Services, Corporate Services, Tipperary ETB, Unit 1, Tyone, Nenagh, Co Tipperary. Eircode: E45 R896

If you are unhappy with the quality of service you received, please bring it to our attention. Our complaints form can be found [here](#).

If you remain unhappy with the outcome of your complaint, or the way it was handled, you may pursue the matter further with the Office of the Ombudsman.

Phone: 01 6395600

Post: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2.

Eircode: D02 W773

Website: www.ombudsman.ie

Customer commitments

We are committed to delivering quality customer service to you. We do this by:

- Delivering a service that is professional, efficient, courteous, consistent, impartial, and confidential.
- Providing you with information that is easy to understand, accurate, and complete.
- Protecting your personal information in line with data protection legislation.
- Ensuring your rights to equal treatment are upheld in the delivery of our services in line with our Public Sector Duty.
- Working to meet any accessibility needs that you may have.
- Responding in Irish when you contact us in Irish.

By phone, we will:

- Answer your call, promptly and courteously, during normal office hours (9am to 5pm Monday to Friday).
- We will direct your call to the most appropriate member of staff as quickly as possible.
- Take your contact details and arrange to call you back, if we cannot address your enquiry immediately.
- An automated telephone service may be in operation at times.
- Respond to your voicemail message promptly.

By letter or email, we will:

- Acknowledge receipt of your communication, within 7 working days.
- Provide a response to your communication, within 20 working days, where possible.
- Give you a contact name, postal address, email address, and telephone number in our communications with you.
- Inform you when we forward your correspondence to the appropriate department or member of staff.
- We will ensure to keep our correspondence clear, concise and easy to read.

If you visit our offices, schools and centres, we will:

- Greet you politely, be fair and helpful, and deal with your enquiry, privately and confidentially.
- Be available to meet with you where appropriate, by appointment, during normal office hours.
- Provide a clean, safe, and comfortable meeting space.
- Where possible, make sure our public offices are fully accessible for all and comply with health and safety standards. If you require special accommodations, you can contact our offices who will arrange the assistance you need.

On our website, we will:

- Ensure that material on the website (tipperaryetb.ie) is up-to-date and accessible.
- Use clear, simple language in all our communications.
- Make information available in formats that meet your needs.

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