

CUSTOMER CHARTER 2026-2028



MSLETB
Bord Oideachais agus Oiliúna
Mhaigh Eo, Shligigh agus Liatroma
Mayo, Sligo and Leitrim
Education and Training Board

MSLETB is committed to providing the highest level of Customer Service as embodied in our Customer Service Charter. This is in line with the 12 Guiding Principles of Quality Customer Service to provide all our clients and customers (both internal and external) with a professional, efficient and quality service by the following commitments.

Customer Commitments

When contacting or visiting MSLETB, we will:

- Treat you with respect and courtesy in an equal and inclusive environment.
- Treat your information with the highest level of confidentiality.
- Direct you to the service you need.
- Strive for excellence in all that we do.
- Use relevant data and endeavour to make our service responsive in meeting the needs of our customers.
- Meet our obligations under the Official Languages Act 2003 and Official Languages (Amendment) Act 2021.
- Ensure that the needs of people with disabilities are identified and catered for.
- Ensure that access to our buildings and services is maintained for people with disabilities and others with specific needs.

Monitoring and Evaluation

To improve our level of Customer Service, we will continually evaluate our performance by:

- Reflecting on our performance and revising our work practices accordingly.
- Monitoring and consulting with stakeholders in an effort to learn and improve our services.
- Review feedback and take corrective action.

Customer Responsibilities

To assist us in providing the best service, we ask that you:

- Provide full and accurate information.
- Complete all forms carefully.
- Make an appointment if you wish to see a particular member of staff.
- Treat our staff with courtesy and respect.

Comments and Complaints

If you wish to give feedback:

- Customer comments on any aspect of our service will be welcomed.
- Customers who are not satisfied with our service have the right to complain.
- Any complaints to MSLETB will be viewed with impartiality and dealt with promptly.
- If you are not satisfied with the response to your complaint, you may contact the Head of Corporate Services to seek further recourse. If you are not satisfied with the response from the Head of Corporate Services, you may appeal your response to the Ombudsman.

How to Submit Complaints

1. Endeavour to resolve it locally

If you are dissatisfied with the quality of the service provided or with how it was delivered by MSLETB, please raise your concerns at a local level in the first instance by contacting the relevant Manager in the Office, School or Centre concerned.

If you remain dissatisfied and wish to make a formal complaint, you can do so as follows:

2. Formal Complaint:

All comments / complaints must be in writing and can be submitted by:

- Post to MSLETB, Head Office, Newtown, Castlebar, Co. Mayo, F23 DV78
- Email customerservice@msletb.ie
- Phone Number 094 90 24188 (followed by written confirmation)

A complaints form is available on our website for your convenience if required.

What to Expect When You Contact Us

Our Information

- Clear, accurate and comprehensive information on all of our schemes and services.
- Clear simple language in our application forms, information leaflets and communications.
- Up to date, accessible material on our website www.msletb.ie

When you contact us by letter or email, we will:

- Acknowledge your correspondence within 5 working days.
- Respond to your correspondence within 15 working days where practicable.
- Provide a contact name, telephone and email address in all of our correspondence with you.

When you contact us by phone

- We will answer all calls promptly during office hours.
- We will provide the name of the person answering the call and their department.
- All calls will be dealt with in a courteous manner and we will endeavour to direct your call appropriately.
- If we are unable to provide the information required, we will take your contact details and call you back.

When you visit our offices

- We will treat everyone with respect and in a professional manner in accordance with our governance principles.