



Client Charter

Valuing the Client:

This Charter sets out the standards of service that our clients can expect from Louth County Childcare Committee (LCCC).

Endeavour to deliver LCCC supports to our clients as effectively and efficiently as possible
Ensure our clients are treated with Respect and Courtesy and in an inclusive manner
Endeavour to meet client needs within the following parameters: = client information, equality, health and safety, consultation/ feedback, promptness, Confidentiality and accountability.

Respect and Courtesy

LCCC Support a client service ethos amongst all members of staff. This charter confers on childcare providers, parents and families, key stakeholders, members of the public and LCCC staff the same levels of respect and courtesy.

Client Information

Promote awareness of LCCC services and programmes. Clients can access information by browsing our website www.louthchildcare.ie visiting our Facebook page or calling into our office Unit 4, Oriel Hub, Finnabair Industrial park, Dundalk.

Equality

Provide services to all clients in a courteous, fair and impartial manner and in compliance with all equality legislation and LCCC equal status policy.

Health & Safety

Provide public office and training places that comply with occupational and safety standards and in compliance with LCCC health & safety statement.



Client Charter

Consultation / Feedback

Listen to, value and consider carefully all views expressed and where possible and within realistic timescale, agree a way forward. LCCC welcomes your comments, suggestions and views on any aspects of our service provision.

Promptness

Reply to all letters, emails, voice mail, online queries promptly and efficiently. If the preparation of a reply requires more than 5 working days, LCCC will issue an interim acknowledgement to all messages/ correspondence.

Confidentiality

All our dealings with our clients are conducted in a manner that respects their rights to privacy and confidentiality. The exception to this rule is as follows:

Disclosure/discovery of a Child protection issue, this will invoke action under LCCC child protection policy.

Disclosure/ discovery of breach of contracts LCCC are charged with overseeing

Disclosure/ discovery of persistent poor practice within childcare settings

LCCC reserve the right to contact the appropriate Persons/ Agency in the case of the above exceptions

Accountability

LCCC will endeavour to deal with queries/ complaints in an open, objective manner. Every effort will be made, at local level, to resolve the complaint to the satisfaction of both the client and LCCC. LCCC complaint procedure is available on request.

All customer support queries are logged for training and planning purposes and remain on service files.