



**An Chomhairle Náisiúnta  
um Oideachas Speisialta**  
National Council  
for Special Education

# Customer Charter 2023-2025

## What is this Document?

This is shorter version of the National Council for Special Education's (NCSE) Customer Charter for the period 2023-2025. It is a short statement which tells you the level of service you can expect from us, and also how to contact us. You can find the full Charter and our Customer Action Plan on [www.ncse.ie](http://www.ncse.ie).

## Our Customer Commitments

We aim to give our customers the best possible service and advice. We intend to achieve this by:

- Publishing and displaying a summary statement of customer service at service delivery points.
- Aiming to ensure that rights to equal treatment established in law are upheld in the delivery of our services and work to remove barriers to obtaining these services.
- Providing clean, accessible public offices.
- Aiming to make all rules, forms, information leaflets and procedures easy to read and understand. To make available information that is clear, timely and accurate.
- Supplying a quality service with compassion, kindness and with minimum delay.
- Keeping an accessible, open and simple to use process for customer service complaints and appeals.
- Engaging with customers to assess and monitor changes to delivery of service.
- Providing quality services through English and/or Irish and inform customers of their right to choose to be dealt with through one of the official languages.
- Ensuring staff are recognised as internal customers and are supported and consulted regarding service delivery issues.

## What to Expect When You Contact Us

### Our information

- We aim to provide clear, accurate, accessible, relevant and up-to-date information.
- We will provide this information through our staff, our publications and our website – [www.ncse.ie](http://www.ncse.ie).
- We will ensure that important public information material is available in a variety of accessible formats.
- In particular, we will maintain our website as an accessible comprehensive source of information on all aspects of our work.

### Timeliness and Courtesy

- We aim to acknowledge your email within 2 working days and follow-up on your query as soon as possible after that.
- We will ensure that full contact details are provided on all written or email communications to you.
- If this is not possible, we will write to explain why and tell you when you can expect a full reply.
- All correspondence from us will be in clear and plain language.

## When you contact us by phone

Our office hours are Monday to Friday, 10am to 4pm.

When you contact the NCSE Support Line on 01-603 3346, your call will be answered by a trained member of our support team. They will

- Listen to your query and either provide you with the information directly or refer you to the most appropriate member of staff.
- If your query relates to a local or specific issue, they may arrange for Special Educational Needs Officer (SENO), or other relevant team member to contact you.
- If all staff are assisting other callers, you can leave a voicemail. We aim to return your call within two working days.
- If we cannot answer your query fully during the call, we will let you know and either refer you or arrange a follow-up call with the right person.

Our aim is to ensure that you receive accurate, respectful and timely support.

## When you contact us in person

- If you need to contact a member of our local support service staff in person, we will arrange to meet you by appointment at suitable and agreed times in convenient locations.
- We will provide you with the maximum level of privacy possible.
- We will be friendly, professional, helpful and courteous. We ask that you afford our staff the same consideration.

## Help Us to Help You

- Quote any relevant reference number in all communications with us and provide full relevant information or documents on a timely basis as required by our staff.
- Follow any guidelines or procedures which are relevant to the service you require.
- Check our website [www.ncse.ie](http://www.ncse.ie) for the information you may need. If you cannot find it, call us and we will guide you to it.
- Be aware that we operate within a framework of laws and regulations.
- Treat our staff courteously and with respect, as you would wish to be treated yourself.
- Contact your local school directly where it is in a position to deal with your query.

## Compliments, Comments and Complaints

- If you wish to give feedback, compliment or complain about any aspect of our service, you can do so through our local staff, their supervisors, by email at [Feedback@ncse.ie](mailto:Feedback@ncse.ie) or by our Customer Feedback and Complaints Procedure, which can be found on our [website here](http://www.ncse.ie)
- Our staff will try to rectify any complaints as soon as possible.

- If your complaint remains unresolved, you can contact the Office of the Ombudsman or the Office of the Ombudsman for Children:

Office of the  
Ombudsman,  
6 Earlsfort Terrace  
Dublin 2  
D02 W773

Office of the  
Ombudsman for  
Children,  
52-56 Great Strand  
Street,  
Dublin 1,

+353 1 639 5600

[www.ombudsman.ie](http://www.ombudsman.ie)

1800 202040

[www.oco.ie](http://www.oco.ie)

## How to Contact Us

Write to us at

National Council for Special Education  
1-2 Mill St,  
Trim,  
Co. Meath,  
C15 P2KC.

Our telephone number is 01-6033200

Our website is [www.ncse.ie](http://www.ncse.ie). It contains the contact details for our sections and staff.