



An Chomhairle Náisiúnta  
um Oideachas Speisialta  
National Council  
for Special Education

## NCSE Customer Feedback and Complaints Procedure

*Last Update: July 2024*

### **The NCSE's Commitment to Quality Services**

The NCSE's vision is for a society where children and adults with special educational needs are supported to achieve better outcomes in their education to enable them to reach their potential.

The NCSE has a core delivery function of a range of frontline support services, and in doing so, we aim to provide a quality service to all schools, parents and students with special educational needs.

Our commitment to quality service is set out in our [Customer Charter and Action Plan](#). We welcome feedback to help us continually improve the standard of service we provide.

Feedback can be provided directly to any of our staff at point of service delivery or via email or post to:

**NCSE Customer Feedback & Complaints**  
National Council for Special Education  
1-2 Mill Street, Trim  
Co. Meath  
C15 P2KC  
**E-mail: [Feedback@ncse.ie](mailto:Feedback@ncse.ie)**

***Note. The NCSE have separate processes to enable a review of decisions on the allocation of SET supports or SNA posts to schools – please see details overleaf on how to access further information on the NCSE website. Any queries related to SET or SNA allocations will only be dealt with through the relevant process, not via this complaints procedure.***

## NCSE Review Processes for SET and SNA allocations

The NCSE allocates Special Education Teaching (SET) supports and Special Needs Assistant (SNA) posts to schools in line with policy parameters set down by the Department of Education.

The NCSE have separate processes to enable a review of decisions on the allocation of SET supports or SNA posts to schools. These are separate to this customer feedback and complaints procedure; further details of the review processes are published on the NCSE website.

Please use these processes to request a review of allocation regarding SET support or SNA support.

### NCSE SET and SNA review information:

SET Review –

<https://ncse.ie/application-for-set-review>

Exceptional Review of SNA allocation - <https://ncse.ie/application-for-sna-exceptional-review>

## How we deal with Customer Feedback/Complaints

We appreciate that you may have feedback or concerns in relation to aspects of our work. For example, you may believe that we have not met our standards as set out in: <https://ncse.ie/customer-charter>.

or

[https://ncse.ie/wp-content/uploads/2014/11/SENO Code of Practice.doc](https://ncse.ie/wp-content/uploads/2014/11/SENO_Code_of_Practice.doc)

or that a decision was not clearly explained, or that undue delay has occurred.

### **1. Initial concern/complaint – contact the officer directly involved**

Where you have a concern or complaint about an action, or inaction, of NCSE, please first bring it to the attention of the NCSE officer who was directly involved.

### NCSE staff contact details:

Frontline staff: <https://ncse.ie/regional-services-contact-list>

Visiting Teacher: <https://ncse.ie/contact-a-visiting-teacher>

Head Office staff: [https://ncse.ie/head\\_office\\_contacts\\_list](https://ncse.ie/head_office_contacts_list)

### **2. When a concern/complaint is not resolved following contact with the officer directly involved**

If you still have a concern or if, for some reason, feel you cannot raise your concern directly with the officer involved; you may raise your concern with the officer's manager.

- The officer involved will, on-request, provide you with the contact details of her/his manager. You may also get this information on the NCSE website, by e-mailing or phoning NCSE Head Office.
- The relevant NCSE manager will review the matter with you and with the officer, and the Manager will reply to you.

NCSE frontline staff: <https://ncse.ie/regional-services-contact-list>  
Head Office staff: [https://ncse.ie/head\\_office\\_contacts\\_list](https://ncse.ie/head_office_contacts_list)  
NCSE Head Office Telephone: 01 – 6033200

**3. Procedure in the event that a concern/complaint has not been satisfactorily resolved at the point of service delivery<sup>1</sup>**

If, having followed the above procedures, you consider that your concern has still not been satisfactorily resolved; you may make a formal written complaint.

When making a formal complaint, please use the attached form, sign it and return it by post or email.

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*Steps after submitting a formal complaint*

- We will acknowledge receipt of the complaint within 10 working days. We will assign a member of staff, who was not previously involved, to review the matter of concern/complaint and investigate it as appropriate. *Please note that only fully completed and signed complaints will be investigated under this process.*
- The NCSE will deal with formal written complaints on a priority basis and aim to respond directly within 20 working days of the acknowledgement or the detailed complaint. NCSE will give an interim response if it is not possible to give you a full reply within this time. NCSE will respond to the complaint and clearly explain the outcome of the review.

**4. Complaint to the Ombudsman / Ombudsman for Children**

If you are not satisfied with the NCSE response to a formal written complaint, you have the option of pursuing the matter further with the Ombudsman or the Ombudsman for Children<sup>2</sup>.

<b>Office of the Ombudsman</b> 6 Earlsfort Terrace Dublin 2	<b>Ombudsman for Children's Office</b> Millennium House 52-56 Great Strand Street
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<sup>1</sup> If, for a serious and stated reason, a complainant considers that s/he cannot raise a concern/complaint at point of service delivery or with the relevant line manager, s/he may raise the matter directly as a written complaint under the more formal written procedure. NCSE expects however that customer concerns/complaints will, other than in exceptional circumstances, be appropriately initiated and resolved if possible at the point of service delivery. Accordingly NCSE may request a complainant to follow the normal process.

<sup>2</sup> A complainant may contact the office of the Ombudsman for Children if the complaint relates to a child who has been adversely affected by a decision of the NCSE.

D02 W773 +353 1 639 5600 www.ombudsman.ie	Dublin 1 1800 20 20 40 www.oco.ie
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Please note the following in relation to complaints:

- 1. Complaints which are the subject of legal proceedings:** The NCSE cannot deal with a complaint that is the subject of civil litigation or criminal prosecution.
- 2. Our expectations in dealing with appeals and complaints:** We will deal with all our customers at all times with courtesy and respect. We also expect that our staff will be treated courteously and with respect. You will appreciate that we do not expect our staff to accept abusive, offensive or threatening behaviour. If such a concern arises for a member of our staff, they will raise the matter with NCSE management with a view to determining an appropriate and reasonable manner to deal with our customer's concerns in an appropriate way within the resources that we have available and which we will clearly communicate to the customer.



## NCSE Formal Complaints Form

This form is for formal complaints. This form should **not** be used if your complaint relates to an allocation of Special Education Teaching support Special Needs Assistant support to a school – please use the relevant review processes<sup>3</sup> instead.)

### Your contact information:

Name

Address

Telephone/mobile number

Email

Date

### Brief description of what happened

### When (dates/times)

### Parties involved (Including NCSE personnel)

### Concerns, or the issues that form your complaint – (related to the NCSE standard of service or the NCSE staff code of professional practice?)

### Anything you/other parties have done to resolve or follow-up on the issue before sharing this formal complaint

<sup>3</sup> NCSE SET and SNA review information:

SET Review – <https://ncse.ie/application-for-set-review>

Exceptional Review of SNA allocation - <https://ncse.ie/application-for-sna-exceptional-review>

<b>What actions are sought</b>			
<b>Has the complaint been raised at point of service delivery?</b>	<b>Yes</b>		<b>No</b>
<b>If yes, what was the outcome?</b>			
<b>If not raised at point of service delivery, please advise your reasons for not doing so.</b>			
<b>Please attach copies of any relevant documents or correspondence.</b>			

Please send your completed form and any relevant documents or correspondence to:

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