

Client and Customer Charter

The Crafts Council of Ireland is committed to providing the highest level of quality service to our clients and customers and to ensuring continuous Council improvement in the standard of service that we provide.

Our Clients and Customers

The primary clients of the Crafts Council of Ireland (CCoI) are craftspeople who work in the production disciplines defined by our Register of Craft Enterprise, and the craft organisations and development bodies who are our member organisations. In addition, through the Exhibition Programme and National Craft Gallery, members of the public are vital customers for our craft promotion policy.

Our commitment to Clients and Customers

Meeting your needs is important to the Council and we are committed to achieving this by...

- giving clients and customers the best possible service and providing helpful and timely advice.
- treating every person fairly, impartially and with courtesy.
- ensuring that your rights to equal treatment established by equality legislation are upheld in the delivery of our services.

CONTACTING THE COUNCIL

We will deal with your query as quickly and thoroughly as possible, and in all our dealings with you we will be helpful, polite and courteous.

Contact by Telephone

If you telephone the Council we will aim to...

- answer your telephone enquiries promptly and politely.
- answer 90% of calls within 20 seconds.
- Identify ourselves on answering.
- Respond promptly when voicemails are received.

Contact by Letter or e-mail

If you write to the Council we aim to...

- respond to your query in full within **15 working days**. If we cannot do this an interim reply will be issued explaining when you can expect a full reply.
- Write in clear, unambiguous language.
- Provide contact name, address and telephone number on all correspondence.

Visit our Offices

If you call to see Council staff we aim to...

- See you punctually at a time mutually agreed in advance.
- Provide private meeting rooms to discuss your query.
- Answer your questions in full. If we are not in a position to do this we will arrange to provide the relevant information in an agreed format by an agreed date.
- Ensure that our offices comply with occupational health and safety standards.
- Facilitate access for people with disabilities and others with specific needs.

Website

The Crafts Council of Ireland's website, www.ccoi.ie, provides information on all of our activities and services and on registered craftspeople and the industry at large. The website will:

- Provide up to date information, news, opportunities and publications.
- Provide facilities for queries, comments and complaints.
- Provide on-line access to application forms, where suitable.
- Provide useful contact details and links.

Applications for CCoI Services and Projects

The Crafts Council of Ireland has a variety of services and projects which require an application and /or selection process. We aim to ensure that:

- All application and selection processes are fair, unbiased and transparent.
- The necessary criteria are provided to applicants in advance.
- All selection panels are made up of experts with specific relevance and experience to the project or service opportunity on offer.

Service in Irish

We will aim to ensure that...

- Key CCoI staff have access to Irish language training to increase our competence to:
 - Answer in Irish all written enquiries made in Irish.
 - Answer verbal enquiries in Irish when made in Irish.
 - Provide all policy documents, such as the Strategic Plan and Annual Reports, in both Irish and English.

Help the Council to help you

You can help the Council by...

- providing a daytime telephone number or e-mail address in your correspondence if available.
- treating our staff in the way that you would like to be treated yourself.

Feedback

The Crafts Council is committed to consulting with its clients and to evaluating its services. You can help the Council by...

- providing comments, complaints or suggestions regarding the service you receive.
- completing and returning any of the customer survey or feedback forms that we may send you or give to you at events.

If you want to forward a suggestion on how we could improve our service to you, please e-mail info@ccoie.ie or send your suggestion directly to **Customer Charter, Crafts Council of Ireland, Castle Yard, Kilkenny.**

How to Complain

If you have a complaint about the service we have provided please contact the Council in writing immediately. We will ensure that:

- the complaint is recorded and an acknowledgement is sent to you within 3 working days.
- a full reply will be issued within 15 working days.
- where possible the complaint is dealt with swiftly at the first line of contact. Where a complaint cannot be resolved at this level you will be able to pursue the complaint with the relevant manager (who's name and function you will be provided with).
- If we need to carry out further research we will let you know and try to have completed this within 20 working days.

Additional Information

Our client and customer charter is available in English and Irish from our offices in Kilkenny (see address below) and online at www.ccoie.ie

Contact Details:

Crafts Council of Ireland
Castle Yard
Kilkenny
Ireland

Tel. 056-7761804

Fax. 056-7763754

E-Mail. info@ccoie.ie

Web. www.ccoie.ie

A full list of staff and their area's of responsibility is published in our Annual Report which is available from our offices at the address above or can be downloaded at www.ccoie.ie/publications