

## Waterford County Enterprise Board

### Customer Care and Complaints Procedure

This procedure ensures that clients of the Waterford County Enterprise Board (including all members of the public who avail of our services) are dealt with in accordance with the Waterford County Enterprise Board Customer Charter.

#### Scope

The scope of this procedure relates to all WCEB activities.

#### Definitions / Abbreviations

Client = Any promoter, course delegate, visitor or other person who avails or wishes to avail of WCEB services and supports.

CEO = Chief Executive Officer

ACEO = Assistant Chief Executive Officer

CR = Complaint Record form

WCEB = Waterford County Enterprise Board

#### Responsibilities

The CEO is the appointed Complaints Officer for the WCEB. While the Board is ultimately responsible for the resolution of a complaint, other individual responsibilities are documented in the following paragraphs.

#### Customer Charter

The WCEB Customer Charter defines the level of care taken by and standards expected of WCEB staff to ensure that the client is properly dealt with.

#### Complaints

Complaints may be received in person, by telephone or in writing to any member of staff. The CEO as the complaints officer will notify the CEO of all complaints.

#### In Person or by Telephone

The complainant will be referred (in the first instance) to the CEO, where the CEO is not available the person who received the call will record details of the complaint on a CR form and pass it to the CEO at the earliest opportunity.

#### Written Complaints

Written complaints will be passed to the CEO for their attention and will be acknowledged by return.

#### Resolution of Complaints

The CEO is the appointed Complaints Officer and as such will handle the investigation and resolution of complaints. All actions taken will be documented and filed along with the original CR form.

Should the above procedures be unable to resolve a complaint, or if the complainant is unsatisfied with the action taken, the complaint will be raised at the earliest opportunity with the Chairman and Board for their attention.