



## Customer Feedback and Complaints Procedure

### NCSE Commitment to Quality Services

We aim to provide a quality service. 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 to

NCSE Council Support Unit  
National Council for Special Education  
1-2 Mill Street, Trim  
Co. Meath  
  
e-mail: CSU@ncse.ie

### Appeals about NCSE resource allocation decisions

NCSE allocates Resource Teaching hours and Special Needs Assistant (SNA) posts to schools in line with policy parameters set down by the Department of Education and Skills. We know that sometimes, schools and parents may want additional resources, over and above the level allowed by these parameters, to be provided. However, NCSE is required to make decisions in accordance with nationally applicable schemes.

NCSE has an Appeal Process to enable a review of decisions on the allocation of Resource Teaching hours or SNA posts to schools. The [Appeals Process](#) is published on our website.

Please use this Appeals Process for an appeal regarding an application for Resource Teaching or SNA support.

### How we deal with other Customer Concerns/Complaints

We appreciate that you may have concerns in relation to other aspects of our work. For example, you may believe that we have not met our standards as set out in [our customer charter](#) or in the [NCSE SENO code of professional practice](#) or that a decision was not clearly explained or that undue delay has occurred.

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.

The full contact details of our staff are set out in our [contact directory](#).

**If 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 by e-mailing or phoning NCSE HQ – see our [contact directory](#).

The NCSE manager will review the matter with you and with the officer and will reply to you.

**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 more formal written complaint.

Where making a formal complaint, please use the attached Form, sign it and return it by post to

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| Customer Complaints<br>NCSE Council Support Unit<br>National Council for Special Education<br>1-2 Mill Street<br>Trim,<br>Co. Meath |
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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.*

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.

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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.*

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.

### Complaint to Ombudsman

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>.

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| Office of the Ombudsman<br>18 Lower Leeson Street<br>Dublin 2<br><br>1890 223 030<br><a href="http://www.ombudsman.gov.ie">www.ombudsman.gov.ie</a> | Ombudsman for Children's Office<br>Millennium House<br>52-56 Great Strand Street<br>Dublin 1<br><br>1800 20 20 40.<br><a href="http://www.oco.ie">www.oco.ie</a> |
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### Notes re complaints

- 1. Complaints which are the subject of legal proceedings:** 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 (s)he 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.

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<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.

# NCSE Formal Complaints Form

*(Please note that this form should **not** be used if your complaint relates to an allocation of Resource Teaching or Special Needs Assistant support to a school – please use that [Appeals Process](#) instead.)*

**I wish to make a formal complaint to the NCSE in relation to a breach of its service commitments as outlined below:**

**Your Name:** \_\_\_\_\_

**Your Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Your Telephone Number:** \_\_\_\_\_

**Your Email Address:** \_\_\_\_\_

**Please provide details of the occurrence complained of – dates, times, nature of the occurrence *(use separate page if necessary)*:**

**Please clearly state, if relevant, how you consider that the NCSE standard of service was not met:**

**Please clearly state, if relevant, how the NCSE SENO code of professional practice was breached:**

**Please advise details of when you raised the complaint at point of service delivery and the outcome. If not raised at point of service delivery, please advise your reasons for not doing so:**

**Please provide details of any NCSE staff member/s involved:**

**Please provide names and contact details of others who can provide relevant information:**

**Please attach copies of any relevant documents or correspondence.**

**Your signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_