

people:skills:jobs:



Department for
**Employment
and Learning**
www.delni.gov.uk

Customer Service Standards
2007 - 2008
Ulster Scots version

Customar Service Staunarts - Depairtment for Employ an Learnin

This blaudie gies you wittins anent the core customar staunarts o service at ye can be leukan tae get frae us. (Some airts o our business haes customar service staunarts relate tae aefauld programs an services an ye can get wittins anent thaim on our wabsteid www.delni.gov.uk)

Our Commitment tae Open Qualitie Service

- We ar ettlet at giean you an open, qualitie service in the efficientmaist, effectivemaist an tymeliest wey aible.
- An you haean pairticular needs anent access tae our services an facilities, or yer first leid no the Inglis, obleeged gif ye wad tell us afore yer veesit whaur aible, sae as the richt arryngements can be put in.
- Our prentit stuff can be gat in ither formats an a-speiran, the lyke o muckle prent or in ither leids.

Our Service Staunarts

Seean Caars tae our Biggins

- We ar ettlet at seean you athin 10 meenit, an you can for tae see us wi an appyntment, or athin 15 meenit an you no haean an appyntment. An us no aible for tae dae it, we will gie an expoun an mak an offer o an appyntment.
- We will treat you in a mensefu an helpfu wey.
- We will mak sicar our reception airts an forgairther facilities bes redd up, bien, an open.

Giean a reponse tae Telephone Caas

- We ar ettlet at giean a reponse tae telephone caas athin 20 second atween the hours o 9.00 am an 5.00 pm Monandey tae Fryday.
- We will identiffee oursels bi our name, an liftan the telephone.
- We ar ettlet at giean yer speir a reponse strecht aff. An us no aible for daean it, we will lea you ken hou thar a swither, an get bak tae you anent yer caa athin ae wirkan dey.
- We will gie out a textphone facilitie for thaim as haes sweir heirin.

Giean a reponse tae Correspondence/Email

- We will gie ken o yer letters, emails an faxes needan a reponse athin twa wirkan dey o gettan thaim.
- We will gie your letters, emails an faxes a fou reponse, an thaim needan a reponse, athin 10 wirkan dey o gettan thaim.*
- An us no aible for dealan wi yer letter, emails an faxes in fou athin 10 wirkan deys we will get ahauld o you an lea you knaw whan ye can be leukan a fou reponse.*
- We will gie contact details o the bodie dealan wi yer speir, comprehendan thair name, office bide, an telephone nummer in our reponses tae you.
- Whaur translate services bes open, we will reponse tae correspondence taen in in onie leid ayont the Inglis, in thon leid.

* Reponse tymes for Freedom o Wittins an Data Protect speirs is 20 wirkan dey an 40 calendar dey ilkane.

Giean the Customar wittins

- Ye can get ahauld o wittins anent our programs an services frae the biggins whaur the service bes gien out an on our wabsteid www.delni.gov.uk.
- We will gie you wittins anent our programs an services an a-speiran in ither formats an leids, an siclyke available.
- Thir wittins will hauld contact details comprehendan a telephone nummer, office bide an email address.
- We will gie up-tae-date office contact wittins comprehendan textphone nummers on our wabsteid.
- We will gie you wittins anent our core service staunarts at our public offices an on our wabsteid.
- We will mak a meisur o our performance an set furth the outcums in our Yeirlie Din an on our wabsteid.

Comments an Pleens

- An no blythe wi the qualitie o service or the wey hit wis gien out, obleeged gif ye wad tell us about it. We ar for reddan up yer pleen quak.
- Ye can mak a pleen no formal tae the bodie ye war dealan wi. But gif ye arna yet blythe, ye can mak uiss o our formal pleens procedur.
- You can mak a pleen:
 - wi peyan a veesit tae the richt office;
 - wi the telephone or the textphone; or
 - wi a letter, e-mail or fax.

- An you makan a pleen, we
 - will gie ken o yer pleen athin twa wirkan dey;
 - ar ettlet at giean a repone athin 10 wirkan dey;
 - will lea you ken, an it for takan langer; an
 - will try tae learn frae yer pleen for tae big up the qualitie o our service.
- Ye can get mair wittins anent the wey o makan a pleen, an you no blythe wi the qualitie o service ye gets, frae our blaudie “Comments an Pleens”. Hit is sat furth on the internet at www.delni.gov.uk/commentsandpleens or ye can ask efter a cog at onie o our biggins.

Our Vailyies – We ar ettlet at:

- Treatan you wi respect an bean mensefu an helpfu in aa our haundlins wi you;
- Treatan you fair an bean open an aefauld;
- Compleean wi our statutor duties for tae mak sicar ye gets coequalitie o service; an
- Follaean the Norlin Airlan Ceevil Service Code o Ethics.

Whit we asks frae you

- Be mensefu an tentie tae our wirkars an ither customars;
- Be tymeous for appyntments;
- An giean a repone tae correspondence frae us, wad ye gie yer reference nummer an mak uiss o the contact details ye war gien;

- An wantan a tryst wi an aefauld member o our wirkars, for tae mak sicar thay ar thar, we recommends at ye mak an appyntment.
- Div mak comments or recommends for impruivements tae our services, liefer maken uiss o the Comment form at kythes on our wabsteid or frae our offices.

Contact Details for our offices kythes in The Phone Beuk or Yellae Pages unner ‘Government Offices’.

Contact Details – Heid Biggins

*Central Management Branch
Department for Employ an Learn (DEL)
Heid Biggins
Adelaide House
39/49 Adelaide Street
Belfast BT2 8FD*

Telephone No. 028 9025 7777 (Switchboard)

**Textphone No. 028 9025 7458
(For thaim as bes deif or haes sweir heirin.
This text-phone is tae dial lane frae anither textphone)**

Fax No. 028 9025 7778

Email: del@nics.gov.uk

Wabsteid: www.delni.gov.uk

This wittins can be put owre in ither formats an ither leids an a-speiran whaur available (mak uiss o contact details abuin).