

people:skills:jobs:



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

Customer Service Standards



Customer Service Standards

Department for Employment and Learning



This leaflet tells you about the core customer standards of service that you can expect to receive from us. (Some areas of our business have customer service standards that relate to specific programmes and services and you can get information on these on our website www.delni.gov.uk).

Our Commitment to Accessible Quality Service

- We aim to provide you with an accessible, quality service in the most efficient, effective and timely manner possible.
- If you have particular requirements regarding access to our services and facilities, or if your first language is not English, please tell us in advance of your visit so that where possible, appropriate arrangements can be put in place.
- Our printed materials can be requested in alternative formats such as large print or in other languages.

Our Service Standards

Seeing Callers to our Offices

- We will try to see you within 10 minutes if you call to see us with an appointment or within 15 minutes if you do not have an appointment. If we are unable to do this we will explain why and offer you an appointment.
- We will treat you in a courteous and helpful manner.
- We will ensure our reception areas and meeting facilities are clean, comfortable and accessible.

Answering Telephone Calls

- We aim to answer telephone calls within 20 seconds between the hours of 9.00 am and 5.00 pm Monday to Friday.
- We will identify ourselves by name when answering the telephone.
- We will try to answer your query immediately. If this is not possible we will advise you why there is a delay and return your call within one working day.
- We will provide a text phone facility for those who are hearing-impaired.



Answering Correspondence/Email

- We will acknowledge your letters, emails and faxes requiring a response within two working days of receipt.
- We will respond in full to your letters, emails and faxes, requiring a response, within 10 working days of receipt.*
- If we can't deal with your letters, emails and faxes fully within 10 working days we will contact you and let you know when you can expect a full response.*
- We will provide contact details of the person dealing with your enquiry including their name, office address, and telephone number in our responses to you.
- Where translation services are available, we will respond to correspondence received in any language other than English, in that language.

* Response times for Freedom of Information and Data Protection enquiries are 20 working days and 40 calendar days respectively.

Informing the Customer

- You can obtain information on our programmes and services from the office providing the service and on our website www.delni.gov.uk.
- We will provide information on our programmes and services on request in alternative formats and languages if these are available.
- This information will contain contact details including a telephone number, office address and email address.
- We will provide up to date office contact information including text phone numbers on our website.
- We will provide you with information on our core service standards at our public offices and on our website.
- We will measure our performance and publish the results in our Annual Report and on our website.



Comments and Complaints

- If you are unhappy with the quality of service or the manner in which the service was provided then please tell us about it. We want to resolve your complaint quickly.
- You can make a complaint informally to the person you have been dealing with. But if you still feel dissatisfied you can use our formal complaints procedure.
- You can make a complaint:
 - by visiting the office concerned;
 - by telephone or text-phone; or
 - by letter, e-mail or fax.
- If you complain, we
 - will acknowledge your complaint within two working days;
 - aim to reply within 10 working days;
 - will inform you if it's going to take longer; and
 - will try to learn from your complaint to improve the quality of our service.
- You can get more information on how to complain, if you are unhappy with the quality of service you receive, from our leaflet "Comments and Complaints".

It can be accessed on the internet at www.delni.gov.uk/commentsandcomplaints or you can request a copy at any of our offices.



Our Values – We aim to:

- Treat you with respect and be polite and helpful in all our dealings with you;
- Treat you fairly and be open and honest;
- Comply with our statutory duties to make sure you receive equality of service; and
- Follow the Northern Ireland Civil Service Code of Ethics.

What we ask of you

- Be polite and considerate to our staff and other customers;
- Be on time for appointments;
- If you are responding to correspondence from us, please quote your reference number and use the contact details you were given;
- If you wish to meet a particular member of staff, to ensure they are available, we recommend that you make an appointment.
- Please feel free to comment or suggest improvements to our services preferably using the Comment form available on our website or from our offices.

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and Learning**

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The Department

Our aim is to promote learning and skills, to prepare people for work and to support the economy

For further details please contact:

Central Management Branch
Department for Employment
and Learning (DEL)
Headquarters
Adelaide House
39/49 Adelaide Street
Belfast BT2 8FD

Telephone: 028 9025 7777
(Switchboard)

Text-phone: 028 9025 7458
(For those people who are deaf or have hearing difficulties. This text-phone can only be dialled from another text-phone)

Fax No: 028 9025 7778

Email: del@nics.gov.uk

Website: www.delni.gov.uk



INVESTOR IN PEOPLE

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