



## **Client Charter**

### **Valuing the Client**

The Charter below sets out the standards of service that our clients can expect from Sligo County Childcare Committee.

The service we provide is guided by our core client values:

- We ensure our clients are treated in a caring, inclusive and equal way;
- We aspire to client excellence by responding to our clients through mutual identification of needs, and working with them to achieve agreed outcomes;
- We are innovative and flexible in meeting the changing needs of our clients;
- We consult our clients in an open and impartial way, supporting the partnership way of working in Sligo County Childcare Committee;
- We endeavour to provide all services to our clients as effectively and efficiently as possible.

Sligo County Childcare Committee will deliver this quality service under a series of headings – Staff/Client; Best Practice; Client Information; Equality; Health and Safety; Children First Guidelines, Privacy and Confidentiality; Consultation/Feedback; Promptness; and Complaints.

### **Staff/Client**

Support a client service ethos amongst all members of staff. This charter confers on members of the public and Sligo County Committee staff the same levels of respect and courtesy.

### **Best Practice**

Adopt best practice in the provision of services.

### **Client Information**

Promote public awareness of Sligo County Childcare Committee programmes.

Clients can access information on SCCC services by visiting our office in Sligo Town or outreach childminding services around the County or by browsing our website.

## **Equality**

Provide our services to all clients in a courteous, fair and impartial manner and in full compliance with all equality legislation. Facilitate access to Sligo County Childcare Committee's services for people with disabilities.

## **Health and Safety**

Provide public offices and training places that comply with occupational and safety standards.

## **Children First Guidelines**

Provide Protection to all staff and clients under the Children First Guidelines and where adults concerned under the 2004 Health Act.

## **Privacy and Confidentiality**

All our dealings with our clients are conducted in a manner that respects their rights to privacy and confidentiality.

## **Consultation/Feedback**

Listen to, value and consider carefully all views expressed and where possible and within a realistic timescale, agree a way forward. Sligo County Childcare Committee welcomes your comments, suggestions and views on any aspects of our services because this will help us to better satisfy your needs.

## **Promptness**

Reply to all letters, emails and voicemail promptly and efficiently. If the preparation of a reply requires more than 5 working days, Sligo County Childcare Committee will issue an acknowledgement to all messages/correspondence.

## **Complaints**

Deal with queries in an open, objective and fair manner. Every effort will be made, at local level, to resolve the complaint to the satisfaction of both the client and Sligo County Childcare Committee. A complaints coordinator will be available to deal with complaints that cannot be handled locally. See the full Complaints Procedure(available by request) for more details of the complaints process.

