



Customer Service Charter

**We will always
strive for excellent
customer service**

As a customer of the Education Authority, you should see our values reflected in the interactions you have with us. Openness, Respect, Reflection, Responsibility, Excellence and Equality are at the heart of everything we do.

You can expect us to be honest, to be helpful, meet the deadlines we give you and provide a high quality of service.

We will seek to make our processes easier to understand, we will reflect on and respond to criticism and handle any complaints well.



Our Services

- We will make it easy for you to find the information that you need;
- We will ensure your call is answered;

If a voice mail is left, we will respond to you in no more than two working days;
- We will acknowledge your email and provide a written reply within 10 working days;

If we need longer, we will tell you;
- We will maintain confidentiality, where this is appropriate;
- We will provide you with clear, accurate and timely information;
- We will get you the information you require, from the right person;
- We will ensure we keep you fully and regularly informed throughout your issue;
- We will deal with your request the first time you contact us, or keep you informed if it is a complicated matter;
- We will coordinate our approach to meetings and provide timely information to you;
- We will tell you what will happen next, and by when;
- We will talk to you as we continually improve our services;
- We will tell you what to do next if you are not satisfied with how you have been treated; and
- We will protect your personal information.



Our People

- We will identify ourselves and what section of EA we work in, when we speak with you;
- We will treat you with courtesy and respect;
- We will greet you in a friendly and polite way, whether written or spoken;
- We will listen to you carefully;
- We will deliver the support you require;
- We will be honest with you and do what we say we will do.



Our Customers

- Please tell us if you have any specific or special requirements in relation to your query;
- Please always be polite, friendly and respectful to us;
- Please provide us with complete, accurate and up to date information;
- Please contact us as early as possible about the issue and keep us informed if circumstances change;
- Please be open and honest in your dealing with us;
- Please work with us to solve your problem;
- Please respond to requests for information as quickly as you can; and
- Please provide honest feedback on the level of service you receive.



Feedback

We always strive to provide the very best level of service to all our customers and reflect on our practices, through feedback. Please tell us if we are getting it right, or if we don't get it right, so we can continually improve what we do. Please send any feedback to feedback@eani.org.uk.



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