

Customer Charter

Our History

LCCC was initiated in 2001 as part of the 33 City and County Committees by the Department of Justice Equality and Law Reform under the Equal Opportunities Programme. Our remit was and still is to support the development of quality childcare in the County. We are now governed by the Department of Children and Youth Affairs as part of the implementation of the Early Childhood Care & Education Programmes.

Our Commitments to you

Laois County Childcare Committee Ltd is committed to providing a high quality service to all our service users through one to one meetings, telephone conversations, postal information and the provision of training, workshops, events and capacity building measures for groups/individuals.

Our Mission

Our aim is to provide a planned and co-ordinated approach to the support and development of high quality childcare in County Laois that responds to the assessed and different needs of communities in the County.

Groups our work is aimed at

- Childcare service providers (pre school and after school) /potential childcare service providers
- Childminders
- Parents

What we do

Our work can be broadly categorised into the following 4 main areas training, information, networking & quality measures within the childcare sector.

Service Standard

Our team of courteous and experienced staff are happy to offer advice and assistance with any enquires you may have

When you contact us either my writing or by email we will:

- Endeavour to deal with general correspondence within 5 working days of receipt.
- Try to give you a full reply with as much information as possible.

When you contact us by telephone:

- We will give you our name and the name of our organisation
- We will try to deal with our telephone enquiry at the time or pass you to a member of staff who can.
- If the person you need to speak to is not available, you can choose to speak to someone else who can help. If you leave a message we will endeavour to get back to you within 2 working days.
- If the relevant staff member you request is unavailable due to annual leave or sick leave you will be informed of this and advised of their return date and alternatively another member of staff will endeavour to deal with your query.

You can expect us to:

- Be courteous and professional at all times.
- Give you as much information and immediate advice as possible.
- Observe privacy and confidentiality in all matters.
- Give you a quality services at all times.

Specific Service Standards

We undertake to:

- Respond to your request for information within 5 working days.
- Where necessary advise you of progress at regular intervals.

Staff members to deal with your specific query

Co-ordinator- Muriel Dempsey

Information Officer-Sinead Brophy

Meetings

Meetings will generally take place at our offices however we endeavour to meet groups/individuals in a mutually convenient location that facilitates people with specific requirements and which meets occupational and safety standards.

Transparency

Laois County Childcare Committee Ltd is committed to transparency in all of its decision-making processes (in line with the Freedom of Information and Data Protection Acts) and will deal with customers in a conscientious and honest manner ensuring impartiality at all levels.

Treating Everyone Fairly

Laois County Childcare Committee is committed to promoting equal opportunities for all service users.

What You Can Do To Help

- Keep us informed of any change in your personal circumstances that may affect any services that we provide to you
- Attend any appointment in time, or let us know if you cannot do so.
- Provide information we request of you as this will help speed up the process.
- Ensure that you read all the information that we provide for you, it is to your benefit.
- Please be patient as there will be times when we are exceptionally busy. We will however make every effort to give you as much help and support as possible.

Our Details Laois County Childcare Committee Ltd, 6 Lismard Court, Portlaoise

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