

Customer Charter (November 2022 – November 2024)

Revision History

Version	Revision Date	Revised by	Section Revised

Document Control

Document Owner: PO Head of Governance and COmpliance	Status: Approved	Approver: Board (policy) PO Head of Governance and Compliance (procedures)	Date of issue: 10/11/2022
Security Classification: Low	Next Review Date: 10/11/2024	Version: V2.1	

Introduction

The Educational Research Centre (ERC) is committed to providing a professional, efficient and courteous service to its customers with a view to evaluating and improving our service in accordance with the twelve Principles of Quality Customer Service for Customers and Clients of the Public Service.

Who We Are and What We Do

The ERC is an internationally recognised centre of excellence in research, assessment and evaluation in education. It was established in 1966 in St Patrick's College Drumcondra. In September 2015, it was designated as a Statutory Body in accordance with the Education Act (1998).

The Centre carries out research at all levels of the education system, from preschool to adult. Research is undertaken at the request of the Department of Education, at the request of other agencies and on the initiative of the ERC itself and its staff. An assessment service is also provided through, for example, the supply of standardised tests to schools.

The Centre continues to operate from premises located on the DCU St Patrick's Campus in Drumcondra in Dublin. The Test Department is based in nearby Richmond Road.

Equality and Diversity

The ERC confirms that it is committed to all our customers equally and strives that customer will be treated with dignity and respect. We strive to identify and remove barriers preventing access to our services.

Seirbhís i nGaeilge

Déanfaidh an FTO gach iarracht chun freastal ar dhaoine ar mian leo a ngnó a dhéanamh trí mheán na Gaeilge.

Service in Irish

The ERC will make every effort to accommodate people who wish to conduct their business through the medium of Irish.

Accessibility

The ERC is committed to making its services accessible for all customers.

Should you require Irish Sign Language Interpretation Services, please email info@erc.ie and we will organise for this service to be made available to you. As the service is external to the ERC we would ask that you give us 14 days' notice of requiring such service, where possible. The provision of this service is free of charge.

Where other translation services are required, the ERC will aim to assist where possible. Again, as the service is external to the ERC we would ask that you give us 14 days' notice of requiring such service.

Information

The ERC is committed to providing clear, timely and accurate information to our customers. We will ensure that our website is kept up to date with relevant and accurate information – www.erc.ie

For updates, you can also follow us on Twitter at [@ERC_IRL](https://twitter.com/ERC_IRL)

Communication Standards

Telephone

When purchasing tests, schools can contact the Test Department directly on (01) 837 7614.

- It is also possible to purchase paper tests via the ERC website located at www.erc.ie/erc-paper-tests
- Online tests can be purchased via the ERC's DOTS platform www.tests.erc.ie/online-online-tests

For all other queries, our customers can reach us at the Research Centre on (01) 837 3789.

- Our telephones are covered from 09:30 to 13:00 and from 14:00 to 17:00, Monday to Friday, with the exception of public holidays.
- Where extensions are unattended, voice mail will record your message and voicemails will be responded to promptly.
- Enquiries will be dealt with efficiently and in a courteous manner.
- If we cannot provide you with an answer during the course of the conversation, we will take your details and call you back at an agreed time with a response.

In Person

The **Educational Research Centre** is located in the grounds of DCU, St. Patrick's Campus, Drumcondra Road Upper, Dublin D09 AN2F.

The **Test Department** is located at;

66 Richmond Road
Dublin D03 E702

- We will be available to meet with our customers by appointment during normal office hours.
- You will be treated with courtesy and respect in all face to face communication.
- Staff who visit your place of work will at all times act in a professional and courteous manner.
- While we will make every effort to accommodate visitors with special requirements, it is important to note our premises on Richmond Road and at the DCU, St. Patrick's Campus are not fully accessible for people with disabilities.

Written Correspondence

- Written correspondence can be submitted to the ERC via post or e-mail.
- The customer will receive acknowledgement of receipt of written correspondence sent by post to the Educational Research Centre or to the e-mail addresses listed in this Charter document.
- You will be treated with courtesy and respect in all written correspondence.
- All responses will have a contact name, telephone number and e-mail address to facilitate further communication as required.

Contacting the ERC via Post

General Correspondence can be sent to:

The Educational Research Centre
DCU, St. Patrick's Campus,
Drumcondra Road Upper,
Dublin D09 AN2F.

Correspondence pertaining to purchasing of school assessment tests can be sent to:

The Educational Research Centre –
Test Department
66 Richmond Road,
Dublin D03 E702

Contacting the ERC via Email

- For general queries, you can contact us at info@erc.ie
- If you have a query regarding paper-based tests, please contact tests@erc.ie.
- If you have a query about computer-based tests, please contact dots@erc.ie.
- For Data Protection related queries, please contact data.protection@erc.ie

Complaints

While we strive to provide the highest quality service to our customers, we are aware that we may not always meet your expectations. We appreciate your feedback as this is essential to helping us improve how we serve you.

If you are unhappy with any aspect of our service or interaction with us, we encourage you to direct the complaint directly to the individual you have been dealing with, outlining the nature of the issue and providing any feedback you feel is relevant. This feedback allows us to resolve any issues between those directly involved with the interaction. We will endeavour to respond promptly, rectifying the issue where possible.

If you do not receive a satisfactory response, you may address your request to the CEO.

- ✓ by e-mail to info@erc.ie with a brief description of the issue in the subject heading, or
- ✓ by post to the following address:
The Educational Research Centre - Complaints
DCU, St. Patrick's Campus,
Drumcondra Road Upper,
Dublin D09 AN2F.

The ERC will work to provide a satisfactory outcome to any complaint. In the event that you do not receive a satisfactory response, you can refer the issue to the Office of the Ombudsman at any point. The Ombudsman can be contacted at;

Office of the Ombudsman,
18 Lower Leeson Street,
Dublin 2, D02 HE97.
Phone: +353 1 639 5600,
Lo-call: 1890 22 30 30 (charges may vary)
Email: info@ombudsman.ie

Where the desired action cannot be taken to resolve an issue, an explanation will be provided to advise why this is the case.

In a scenario where the feedback provided cannot improve the current transaction, we commit to considering all feedback received to improve future services and interactions.

We will be in a better position to help you if you;

- ✓ Provide any information relevant to your enquiry
- ✓ Provide any documents and reference numbers that will assist with the enquiry
- ✓ Are respectful and courteous in your dealings with our staff and with other customers.