



County Galway Vocational Education Committee

Customer Service Questionnaire

Co. Galway is committed to providing a high standard of customer service and we would appreciate if you could take a few moments to complete this questionnaire and return it to us.

The standards of Customer Service for our VEC are outlined in our Customer Charter and Customer Service Plan which is available at reception and on our website:

www.countygalwayvec.com

As part of our commitment to customer service, we commit to:

Examine all feedback

Act where possible on suggestions

Deal with any complaints

Collate all feedback and **publish** a summary in our annual report

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Please rate our service performance in the following areas:

5-Excellent 4-Very Good 3-Good 2-Fair 1-Unsatisfactory

Availability of assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Information delivered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Service delivered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were staff friendly and courteous?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was your query dealt with in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were the building and facilities clean and well maintained?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you have a disability/special need, were our services and information accessible to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any further comments on the service you received or suggestions to improve the delivery of our services are greatly appreciated:

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Customer Service Representative

If you would like to make any additional comments or make a formal complaint or if you have any query about our services please contact our Customer Service Representative:

Name: Phil Uí Mhaoláin
Address: VEC Administrative Offices, Coiléar Bán, Athenry, Co. Galway.
Email: pmoylan@cogalvec.ie
Phone: (091) 874516
Fax : (091) 874270

How did you make contact with our VEC? Date: _____

Called to office	<input type="checkbox"/>
Letter	<input type="checkbox"/>
Telephone	<input type="checkbox"/>
Email	<input type="checkbox"/>

Other (please specify) _____

Section/office which provided the service to you:

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Do you find our opening hours customer-friendly? _____

If you answered "no", please suggest how we can improve them:

How did you hear about the services of our VEC?

Newspaper (name) _____
Referred from school (name) _____
Referred from other organisation (eg: FAS) _____
Referred from Adult Education Centre _____
Word of mouth _____ Radio _____ Leaflet _____
Other (please specify) _____

Thank you for taking time to complete this survey

Contact Information (optional)

Name: _____

Address: _____

Phone Number: _____

Email: _____



County Galway Vocational Education Committee
Coiléar Bán, Athenry, Co. Galway

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