

Standards of Service

1. The purpose of this document is to set out the high standards of service that service users can expect of the Education Workforce Council.
2. The Council aims to carry out its functions in an open and transparent manner. The type and format of information available to service users about the Council is set out in its *Freedom of Information Act Information Guide* and much of it is readily available on the Council's website. Any requests for information from the public will be dealt with under the *Guide*.
3. The Education Workforce Council aims to:
 - communicate openly, clearly and effectively in plain language;
 - provide full information about its services;
 - treat all people fairly and equally, respecting privacy, dignity and confidentiality;
 - be helpful and courteous, paying attention to those with additional needs;
 - fully comply with its service delivery duties under the Welsh language standards;
 - put things right quickly and effectively, learning from any complaints it receives;
 - continually seek to improve the services it offers;
 - monitor and review its performance; and
 - review this policy on a biennial basis.

Service user provision and response

4. We aspire to:
 - respond to telephone calls bilingually within four rings / 10 seconds, and then continue in English or Welsh as required;

- respond to all written enquiries within five working days of receipt of correspondence, in English or Welsh as required; and
- respond to requests for literature in line with the Council's *Freedom of Information Act Information Guide*.;;

5. The Education Workforce Council operates from one central office based at:

9th Floor
Eastgate House
35-43 Newport Road
Cardiff
CF24 0AB

6. People may call at the office in person or via telephone during opening hours which are 8.30am until 5.00pm Monday to Thursday and from 8.30am until 4.30pm on Friday. We provide the following services:

- a reception area signposted with bilingual signs; and
- reception staff able to respond to visitors efficiently in English or Welsh as required.

The Education Workforce Council realises that each enquiry is unique and our responses will reflect this.

7. No person who requires a Welsh language service will be treated less favourably than a person who requires an English language service.
8. We hold personal information about registrants as part of our regulatory functions. We will undertake identity checks with callers to safeguard information and confidentiality.

Complaints regarding standards of service:

9. The Council endeavours to provide service users with a consistently high standard of service. However, it recognises that sometimes things may go wrong and therefore has put in place the following procedure to deal with complaints, should they arise.
10. Council employees will report any complaints they receive regarding standards of service with the Office Manager at the first stage, whether or not they are resolved or escalated (see paragraph 17).
11. First Stage. In the first instance the Council asks that the complaint be taken up with the person responsible for that particular service. In most cases the complaint should be resolved at this stage.

12. Second Stage. If the complainant is not happy with the response, then the complaint will be referred to the manager of the team concerned who will then consider the complaint and respond accordingly.
13. Third Stage. If the matter is still not resolved to the satisfaction of the complainant, then the complaint will be referred to the relevant Deputy Chief Executive for consideration.
14. Final stage. If, after following the three previous stages, the matter is still not resolved, then the complaint will be referred to the Chief Executive for final consideration.
15. In regard to a written complaint being received, the Council aims to:
 - acknowledge receipt of the initial complaint within five working days;
 - make a full response within 20 working days, unless it is anticipated that the matter will take longer to resolve in which case an interim reply will be sent;
 - make a final response within 40 working days of receipt of the initial complaint.
16. In respect of Fitness to Practise cases, the timescales and actions set out in the Council's Disciplinary Procedures and Rules for such cases will take precedence.
17. Monitoring and Recording.
Council employees will report any complaints they receive regarding standards of service, including in relation to compliance with the Welsh language standards, to the Office Manager. All complaints are logged for monitoring and reporting purposes. A summary of any complaints received will be produced and reported to the Senior Management Team on a monthly basis.

How to contact us

18. The Council is committed to maintaining a high standard of service, and feedback and suggestions from service users is welcomed.
19. The Council can be contacted via the following methods (please refer to paragraph 7 for opening hours):

Telephone: 029 2046 0099
Fax: 029 2047 5850
Email: information@ewc.wales
Website: www.ewc.wales