

Standards of service

1. The Education Workforce Council (EWC) is committed to providing the highest standards of service for its registrants, stakeholders and the public. This document sets out the standards of service that service users can expect of us.
2. We aim to carry out our functions in an open and transparent way and respond to requests for information, while having due regard to the relevant data protection legislation.
3. The type and format of information available to service users about us is set out in our [privacy information webpage](#) under the sections Make a freedom of information request and Publication scheme, and much of it is also available on [our website](#).
4. Any requests for information from the public will be dealt with in line with statutory requirements and guidance from the Information Commissioner's Office. Most requests for information will be dealt with through the normal course of business which is set out in this document. Requests from data subjects for their own personal data will be dealt with as per [submit a data protection request](#) section of our privacy information webpage.
5. We aim to:
 - communicate openly, clearly and effectively in plain language
 - provide full information about our services
 - treat all people fairly and equally, respecting privacy, dignity and confidentiality
 - be helpful and courteous, paying attention to those with additional needs
 - put things right quickly and effectively, learning from any complaints we receives
 - continually seek to improve the services we offers
 - monitor and review our performance
 - review this policy on a biennial basis

Service user provision and response

6. We aim to:
 - respond to telephone calls bilingually within eight rings or 20 seconds, and then continue in English or Welsh as required
 - acknowledge receipt of all written enquiries within five working days of receipt of correspondence, in English or Welsh as required
 - respond to requests for information in line with our Freedom of Information Guide and Publication Scheme

7. We operate from one central office based at:
9th Floor
Eastgate House
35-43 Newport Road
Cardiff
CF24 0AB
8. People may call at the office in person or via telephone during opening hours which are 09:00 until 17:00 Monday to Thursday and from 09:00 until 16:00 on Friday. We provide the following services:
 - a reception area signposted with bilingual signs
 - reception staff able to respond to visitors efficiently in English or Welsh as required

We recognise that each enquiry is unique and our responses will reflect this.

9. We hold personal information about registrants as part of our functions. We will do identity checks with callers to safeguard information and confidentiality.

Welsh language

10. We aim to offer a fully bilingual service and comply with our service delivery duties under the Welsh language standards.
11. The service user provision and response, outlined in this policy, applies to both Welsh language and English language enquiries.
12. No person who requires a Welsh language service will be treated less favourably than a person who requires an English language service.

Complaints regarding standards of service:

13. We endeavour to provide users with a consistently high standard of service. However, we recognise that sometimes things may go wrong and therefore we have put the following process to deal with complaints in place, should they arise. Its aim is to be both accessible and transparent and to respond to any feedback or complaints as soon as reasonably possible.
14. EWC employees will report any complaints they receive about standards of service to the Corporate Services Manager at the first stage, whether or not they are resolved or escalated (see paragraph 17).
 - i. In the first instance the complaint should be taken up with the person responsible for that particular service. In most cases the complaint should be resolved at this stage.
 - ii. 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.
 - iii. If the matter is still not resolved to the satisfaction of the complainant, then the complaint will be referred to the relevant Director for consideration.

- iv. 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 receiving a written complaint, we aim 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 procedures, the timescales and actions set out in our Disciplinary Procedures and Rules for such cases will take precedence.

Monitoring and Recording

17. EWC employees will report any complaints they receive regarding standards of service, including in relation to compliance with the Welsh language standards, to the Corporate Services Manager. All complaints will be 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.

Training

18. We ensure appropriate training is provided to our employees to support them to handle complaints effectively. Additional training will be provided in the event that a training need is identified in the course of handling a complaint or through the systematic monitoring and recording of complaints.

How to contact us

19. We are committed to maintaining a high standard of service. Feedback and suggestions from service users are welcomed as it enables us to improve our standards of service.
20. We can be contacted via the following methods (please refer to paragraph 7 for office opening hours):

Telephone: 029 2046 0099

Fax: 029 2047 5850

Email: information@ewc.wales

Website: www.ewc.wales

Twitter: [@ewc_cga](https://twitter.com/ewc_cga)