



QUALITY OF
SERVICE CHARTER

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The purpose of this Quality of Service Charter is to set out the nature and quality of service which our stakeholders can expect to receive from Galway-Mayo Institute of Technology. The term 'stakeholders' refers to all those we deal with including students, alumni, staff, career guidance teachers, industry, professional bodies, research funders, local communities, the general public, local authorities, regional assemblies and government agencies and departments. This charter is based on the twelve Principles of Quality Customer Service for Customers and Clients of the Public Service.

Quality Service Standards

We are committed to delivering a high-quality service and meeting the needs of all our stakeholders with professionalism, efficiency and courtesy. We aim to deliver a consistent service across each of our campuses. We aim to be inclusive, accommodating needs specific to particular groups of stakeholders. We will treat our stakeholders fairly and without discrimination. We will have due regard to privacy and confidentiality in dealing with stakeholders. We are committed to continuous improvement in the delivery of our services.

We are committed to providing:

- ▶ Education and services in accordance with the legislative requirements established in the relevant acts such as the Institute of Technology Acts 1992-2006, the Qualifications and Quality Assurance Act 2012 as amended in 2019.
- ▶ The principles of quality assurance and enhancement of academic activities set down by the relevant State quality assurance agencies (specifically, Quality and Qualifications Ireland).

Our specific commitments to our students are articulated in our Student Charter available at www.gmit.ie.

Equality, Diversity and Inclusion

We are fully committed to treating all our stakeholders equally and with dignity. We aim to provide services and information which are accessible to all.

Physical Access

We will endeavour to ensure that all our buildings are fully accessible. We will ensure that our physical environment is well maintained and that it complies with occupational and safety standards.

Information

We will provide clear, accurate and up-to-date information about our services in our published resources including our website and prospectus, on our campuses and in our written and telephone interactions with our stakeholders. We will strive to simplify regulations, forms, procedures and publications.

Timeliness and Courtesy

We will engage with stakeholders with courtesy, sensitivity and the minimum delay. Everyone will be dealt with fairly and we will respect your privacy. We will provide named points of contact in all communication to ensure ease of access to relevant staff members.

Complaints

We constantly strive to improve our services to fulfil the needs of our stakeholders. We will deal with any complaints promptly in a professional and fair manner, keeping you up to date on progress. We will investigate your complaint and respond to you, correcting any mistakes and providing an explanation and apology, as appropriate. Our complaints procedure will be publicised on our website and our staff will be trained in the appropriate handling of complaints.

Appeals

If you are not satisfied with the outcome or handling of a complaint you may raise your concerns by writing to the Secretary Financial Controller who will implement a review process informing you of the timeframe to complete. If you are not satisfied with this second reply, you can refer your complaint (and our replies) to the Ombudsman for consideration – <https://www.ombudsman.ie/>.

Consultation and Evaluation

We value your opinion and feedback – it helps us to make improvements to our services. We formally consult stakeholders to inform the development and review of our programmes, and as part of the review processes for academic units, functions and the institutional review process. We encourage staff to gather feedback on the quality of service provided and means for improvement. This feedback is used to inform routine improvements or considered as part of quality reviews.

Choice

We will provide you with choice, where feasible, in relation to service delivery, payment methods, location of contact points, opening hours and delivery times. We will continue to expand our use of technology to facilitate ease of access and alternative modes of service delivery.

Official Languages Equality

We will provide our services to our stakeholders through Irish or English in accordance with our language policy – Scéim Teanga.

Better Coordination

Academic departments and support services within GMIT will work closely with each other to provide a coordinated and integrated approach to the delivery of our services.

Internal Stakeholders

We recognise our staff as key internal stakeholders and are committed to consult with and support our staff regarding service delivery issues. Our staff play a key role in determining priorities for improving our services.

Contact Information

GMIT Galway Campus

Dublin Road, Galway City, Ireland.

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GMIT Mayo Campus

Westport Road, Castlebar, Co. Mayo, Ireland.

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GMIT Centre for Creative Arts and Media (CCAM)

School of Design and Creative Arts,
Cluain Mhuire Campus, Wellpark Road, Galway City, Ireland.

Tel +353 91 770 661

GMIT Letterfrack Campus

National Centre for Excellence in Furniture Design & Technology,
School of Design and Creative Arts,
Letterfrack, Co. Galway, Ireland.

Tel +353 91 742653 /742650

GMIT Mountbellew Campus

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