

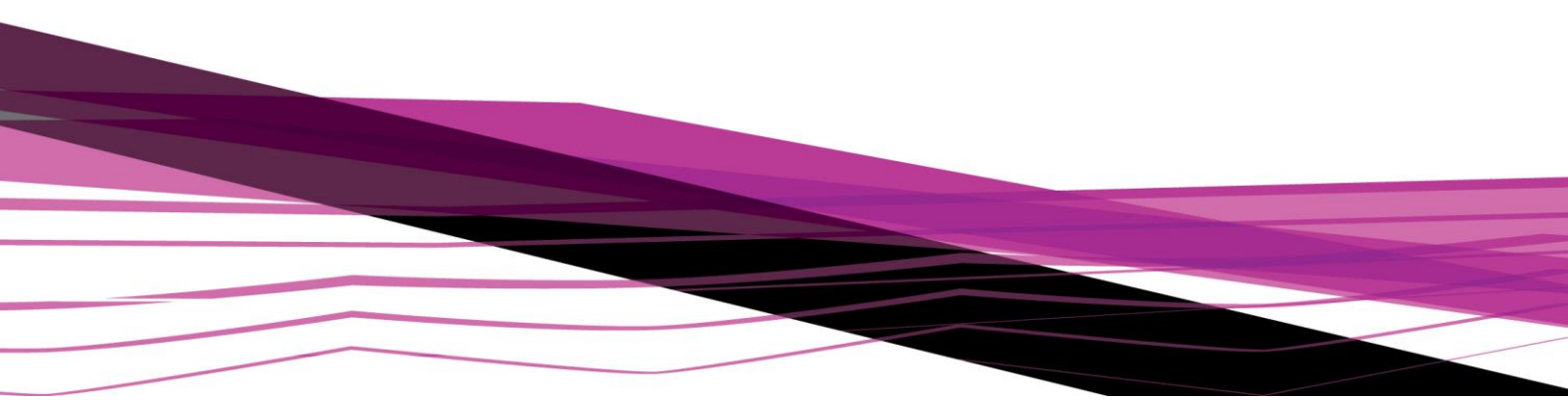


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Institiúid Teicneolaíochta Leitir Ceannainn
Letterkenny Institute of Technology

Quality of Service Charter

September 2021



Document Approval

Revision History

Date of this revision: September 2021	Date of next review: September 2022
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Revision Number	Revision Date	Summary of Changes	Changes marked
1	June 2018	Original Adoption	Yes
2	Sept 2020	Reviewed and references to quality services standards and Learner Charter included.	

Document Location

Website – Policies and Procedures	<input checked="" type="checkbox"/>
Website – Staff Hub	<input type="checkbox"/>
Website – Student Hub	<input type="checkbox"/>
Other: - Internal Use Only (Minute pad Library)	<input type="checkbox"/>

Approval

This document requires the following approvals:

Name	Title	
VP for Academic Affairs and Registrar	Executive Board	13 September 2021

This document was reviewed and adopted by the Governing Body on 21 June 2018 and shall be reviewed and, as necessary, amended by the Institute annually. All amendments shall be recorded on the revision history section above. It was reviewed and approved by the Executive Board on the 20 September 2021.

Quality of Service Charter¹

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 Letterkenny Institute of Technology. The term 'stakeholders' includes students, alumni, staff, career guidance teachers, industry representatives, professional bodies, research funders, local community groups, the general public and government agencies and departments.

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 our two 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 Qualifications and Quality Assurance Act 2012 as amended in 2019.
- The principles of quality assurance and enhancement of academic activities set down by Quality and Qualifications Ireland (QQI).

Our specific commitments to our students are articulated in our [prospectus](#) and our Learner Charter available in [QAH 4.1](#).

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.

¹ This charter is based on the [twelve Principles of Quality Customer Service for Customers and Clients of the Public Service](#).

Complaints

We will 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 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 Vice President for Finance and Corporate Services 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 (further details are available in Chapter 2 and 3 of [QAH 4.1](#)).

Choice

We will provide our stakeholders 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](#).

Better Coordination

Academic departments and support services within LYIT 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.



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