

# Irish National Teachers' Organisation

## Customer service charter for members

### The INTO's commitment to you!

- We will provide you with relevant, up-to-date and easily accessible information via our website – [www.into.ie](http://www.into.ie), our *InTouch* magazine, and e-zines.
- Your queries will be dealt with in a courteous, friendly and confidential manner within a specified timeframe.
- You can be confident that accurate and reliable information and advice is available and will be imparted in a fair manner.
- Queries in the immediate and urgent category are given priority at all times.

### Information, advice and assistance for members

The Irish National Teachers' Organisation provides a comprehensive and wide-ranging information and advice service to its members on issues relating to conditions of employment and professional matters.

Your first port of call should be to our website – [www.into.ie](http://www.into.ie), where we provide you with relevant, up-to-

date and easily accessible information and FAQs.

INTO also provides information, advice and assistance by phone

and email.

Other sources of relevant information are our *InTouch* magazine, our regular e-zines and other media outlets.

### Central Executive Committee support

Our service is complimented by our Central Executive Committee (CEC) representatives who are available to discuss any issues that concern you. You will find contact details for your local CEC representative in the front of your INTO diary. CEC members are fulltime teachers and should be contacted outside school times if possible.

### Remember to 'click' before you ring!

Check our website – [www.into.ie](http://www.into.ie)



### How the QueryLine works

The query line is operational 9.00 a.m. – 5.00 p.m. daily\*. However, a team member may call you back up to 6.00 p.m.

Calls to the Queryline are logged by our reception staff.



### Telephone service target

Our service target is to deal with your telephone query on the day it is received or on the next working day at the latest.

If over the course of three working days attempts to contact you are unsuccessful the query will be closed.

All attempts to contact you will be documented.

You will be advised by text message or voicemail of our attempts to contact you.

### Service by email

Your email to [info@into.ie](mailto:info@into.ie) will receive an immediate automatic acknowledgement.



Where a substantive response is necessary, it will be issued to you within five working days. More complex issues may require further information and you may be asked to provide a telephone number in order to discuss the matter further with you.

On-going casework or queries requiring more complex financial advice, particularly in the areas of remuneration and/or pension do not fall into this timeframe.

### Range of advice provided

#### Legal and Industrial Relations issues

1. Child protection general.
2. Data protection/freedom of information.
3. Employment contracts.
4. Appointment procedures.
5. Pupil enrolment.
6. Equality.
7. Family law.
8. Health and safety.
9. NEWB/reporting student absences.
10. Personal injury to a teacher.
11. Boards of management (Rules and Constitution).
12. Pupil behaviour and discipline.
13. Inspection/Inspectorate.

14. Parent/teacher relations.
15. Section 24(3) of the Education Act/Circular 60/09.
16. Staff relations.
17. Teaching Council general

#### Conditions of Employment issues

1. General.
2. Amalgamation.
3. Leave of absence.
4. Pension/retirement/resignation.
5. Retirement planning seminars.
6. Salary and allowances.
7. School accommodation.
8. Staffing.
9. Panel.

You will be asked to provide evidence of INTO membership (INTO number, teacher number, school roll number etc).

Your query will be logged at reception and is then forwarded to the query team where it is assigned to a team member with the relevant expertise to deal with the specifics of the query.

#### \*Friday service

Telephone calls are logged in the normal manner each Friday.

However, the main focus on Friday is to deal with urgent and/or emergency issues and to ensure that all calls received that week are concluded in order to avoid carryover into the following week.

Depending on the volume of calls in any given week, call backs in relation to routine queries received on Friday may not be made until the following Monday.

### Consultations with members

If your query warrants a one-to-one consultation, this will be arranged as necessary and/or appropriate.



### Member complaints

The INTO is committed to maintaining high standards of service to its members. We are publishing these protocols setting out our practice in dealing with you.

If you are dissatisfied with the level of service received from Head Office, please set out your concerns in writing and forward to:

General Secretary,  
Vere Foster House, 35 Parnell Square,  
Dublin 1.