

# 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/NI](http://www.into.ie/NI), our Printout and InTouch magazines and bulletins.
- ⌘ 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.

### 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 terms and 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.

The INTO also provides information, advice and assistance by phone and email.

Other sources of relevant information are our Printout and InTouch magazines, our bulletins and e-bulletins and other media outlets.

### Northern Committee support

Our service is complimented by our Northern Committee (NC) representatives who are available to discuss any issues that concern you. You will find contact details for your local NC/CEC representative in the front of your INTO diary, in Printout and on our website.

NC/CEC members are full-time teachers and should be contacted outside school times if possible.

### Northern office opening hours

The Northern Office phone line is open from Monday to Thursday from 9.00am-5.00pm and Friday from 9.00am-4.00pm. We are closed for lunch from 1.00pm-2.00pm.

When making an enquiry by telephone you will be asked to provide evidence of INTO membership by quoting your INTO membership number or Teacher Reference Number.

Calls to the Northern Office are logged by our reception staff and are then forwarded to an Official with the relevant expertise to deal with the specifics of the query.

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

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



### Service by email

Your email to [infoni@into.ie](mailto:infoni@into.ie) will receive an immediate automatic acknowledgement and will be forwarded to an Official by our reception staff.

Where a substantive response is necessary, it will be issued 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 advice, do not fall into this timeframe.



### Consultations with members

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



### Member complaints

The INTO is committed to maintaining high standards of service to its members.

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

The Northern Secretary  
INTO  
Vere Foster House  
23-24 College Gardens  
Belfast  
BT9 6BS.

### Range of advice provided

1. General.
2. Amalgamation/redundancy.
3. Leave of absence.
4. Pension/retirement/resignation.
5. Retirement planning.
6. Salary and allowances.
7. School accommodation.
8. Staffing.
9. Child protection/safeguarding.
10. Data protection/freedom of information.
11. Employment contracts.
12. Appointment procedures.
13. Equality.
14. Health and safety.
15. Personal injury.
16. Pupil behaviour and discipline.
17. Inspections/ETI.
18. Parent-teacher relations.
19. Staff relations.
20. Social media.
21. General Teaching Council (GTCNI).

### 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.

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, where possible, by voicemail or email of our attempts to contact you.

