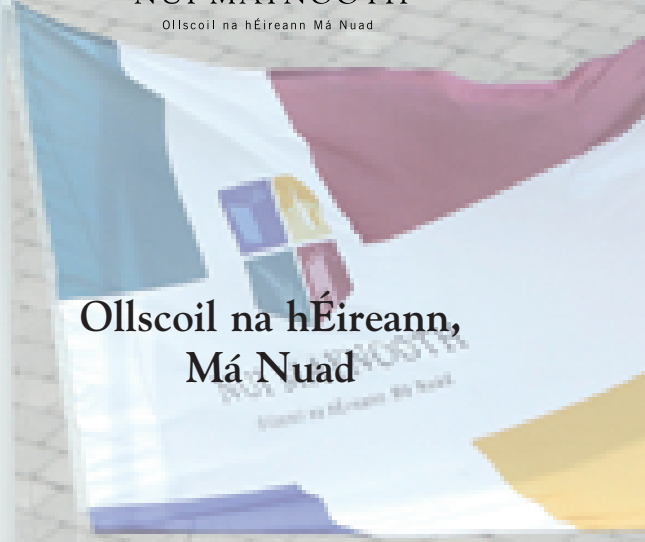


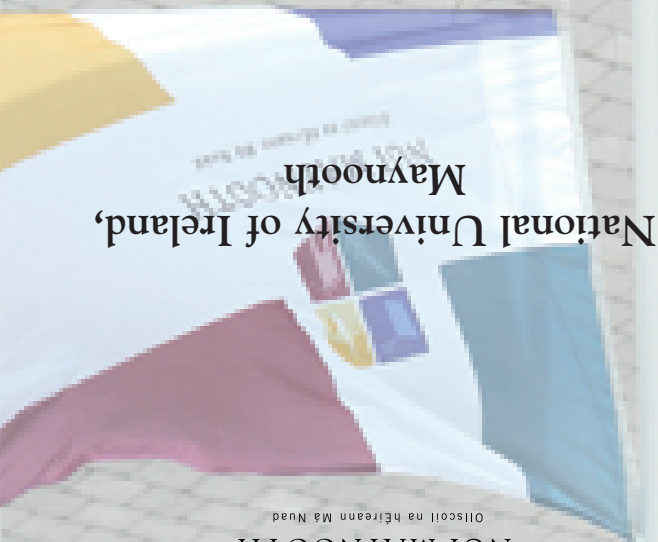
NUI MAYNOOTH

Ollscoil na hÉireann Má Nuad



Ollscoil na hÉireann,
Má Nuad

SERVICE CHARTER



National University of Ireland,
Maynooth

Ollscoil na hÉireann Má Nuad

NUI MAYNOOTH



CAIRT SEIRBHÍSÍ

Réamhrá

Bunaíodh Ollscoil Náisiúnta na hÉireann, Má Nuad, mar cheann amháin de na seacht n-ollscoil Éireannacha, le hAcht na nOllscoileanna, 1997. Agus a bunús ag síneadh siar go dtí 1795, tá traidisiún fada feabhais san Ollscoil i gcúrsaí oideachais agus taighde. Cuireann an Ollscoil cúrsaí ar fáil i réimsí na n-ealaíon, na ndoimníochtaí, na heolaíochta agus na hinnealtóireachta agus sna heolaíochtaí sóisialta. Tá pobal borrach agus beoga taighde ag obair ar an gcampas.

Tá na polasaithe seo a leanas de chuid na hOllscoile ann chun an cleachtas a threorú in éineacht leis an gCairt Seirbhíse ar Ardchaighdeán do Chustaiméirí agus ba chóir féachaint orthu ar an gcéad dul síos:

Cairt ar Theagasc agus ar Fhoghlaim (naisc le teacht)
Nósanna imeachta le haghaidh achomhairc scrúduithe
Polasaí agus Nósanna Imeachta ONÉ, Má Nuad, um Chosaint na Foirne i gcoinne na Bulaiochta, Ciapadh agus Gnéaschiapadh san Ionad Oibre Ráiteas ar an bPolasaí Comhionannais Cód Iompraíochta Foirne

Tiomantas na hOllscoile i leith Soláthar Seirbhíse ar Ardchaighdeán
I bPlean Straitéiseach na hOllscoile le haghaidh na tréimhse 2006-2011 agus san Aguisín tionlacain le haghaidh na tréimhse 2009-2014, leagtar amach na clár oibre meántéarmach le haghaidh na hOllscoile. Tacaítear léi le fíis shoiléir le haghaidh Ollscoil Náisiúnta na hÉireann, Má Nuad, agus le hintinn straitéiseach chun an fhís luaite a léiriú. Agus ár n-intinn straitéiseach á cur i bhfeidhm againn, táimid tiomanta seirbhíse ar ardchaighdeán a sholáthar a fhreastalaíonn ar riachtanais na mac léinn, na mac léinn ionchais, na n-iar-mhac léinn, na foirne, na ngníomhaireachtaí maoinithe agus na bpobal eile go léir a mbímid ag cairdeamh leo. Déanfaimid iarracht a chinntiú go dtacaítear leis an tiomantas seo trí chlár oiliúna cuimsitheach a chur i bhfeidhm agus trí úsáid a bhaint as teicneolaíocht eolais agus chumarsáide chomh fada agus is féidir.

Tosaíochtaí

- Táimid tiomanta mar Ollscoil a bheith páirteach i ngníomhaíochtaí teagaisc, scolártha agus taighde chun leas na sochaí, go náisiúnta agus go hidirnáisiúnta. Aithnímid gur príomhfhreagracht seirbhíse é soláthar an chaighdeáin oideachais is fearr dár mic léinn (mic léinn na linne seo agus na todhchaí). Bíonn soláthar an teagaisc agus na foghlama den chéad scoth á threorú le príonsabail atá san áireamh i gCairt Teagaisc agus Foghlama na hOllscoile agus leis na nósanna imeachta le haghaidh measúnú acadúil na foghlama a bhaineann leis na clár go léir agus leis na comhchodanna bainteacha. Chomh maith le príomh-mhisean an teagaisc agus an taighde, táimid tiomanta chomh maith páirt ghníomhach a ghlacadh i bhfeabhsú an phobail i gcoinne taobh amuigh den Ollscoil agus sa tsocái shibhialta go ginearálta.
- Táimid tiomanta cur go suntasach leis an bpobal áitiúil agus réigiúnach agus clár acadúla a sholáthar a dhíríonn ar riachtanais na bpobal áitiúil agus réigiúnach, pé áit ar féidir.
- Aithnímid ár bhfreagracht i leith seirbhíse ar ardchaighdeán a sholáthar do na pobail go léir a ndéanaimid freastal orthu m.sh. an fhoireann, na mic léinn, pobail sainleasa, an tsocái shibhialta, chomh maith le forais maoinúcháin phoiblí agus phríobháideacha.
- Is mór againn ár bhfoireann agus táimid tiomanta seirbhíse den chéad scoth a chur ar fáil sa chaidreamh lenár bhfoireann. Táimid tiomanta dea-thimpeallacht oibre a chothabháil agus a fheabhsú.

- As a University we are committed to engaging in teaching, scholarly and research activities to the benefit of society, nationally and internationally. We recognize that a primary education responsibility is to provide the highest standard of education to our students (current and future). The delivery of the highest quality teaching and learning is guided by principles included in the University Teaching and Learning Charter and by the procedures for academic assessments and the learning associated with all programmes and the related components. In addition to the core mission of teaching and research we are also committed to playing an active role in the betterment of the wider community beyond the University and in civil society more generally.
- We are committed to making a significant contribution to the local and regional community and to providing where possible academic programmes that address the needs of local and regional communities.
- We acknowledge our responsibility to provide a quality service to all the communities that we serve, e.g. staff, students, communities of interest, civil society, public and private funding bodies.
- We value our staff, and we are committed to providing the highest quality service in interactions between our staff. We are committed to maintaining and enhancing a good working environment.

Priorities

The Strategic Plan of the University for the period 2006-2011, and the accompanying Addendum for the period 2009-2014, sets out the medium term work programme for the University. It is underpinned by a clear vision for National University of Ireland, Mayo and a strategic intent to reflect the stated vision. In implementing our strategic intent we are committed to delivering quality services that meet the needs of students, prospective students, past students, staff, funding agencies and all other communities with which we interact. We will seek to ensure this commitment is supported by putting in place a comprehensive training programme, and by utilising information and communications technology to the full.

Commitment of the University to Quality Service Delivery

Code of Conduct for Staff
Statement of Policy on Equality
Against Workplace Bullying, Harassment and Sexual Harassment
NUI Mayo's Policy and Procedures for the Protection of Staff
Exam appeals procedures
Charter for Teaching & Learning (links to follow)

The following University policies exist to guide practice alongside the Quality Customer Service Charter and should be consulted in the first instance:

National University of Ireland, Mayo was established as one of the seven Irish Universities by the *Universities Act 1997*. Tracing its origins back to 1795 the University has a long tradition of excellence in education and research. The University provides courses in the areas of arts, humanities, science and engineering, and social sciences. An expanding and vibrant research community operates on campus.

Introduction

Seirbhís Cháilíochta

Meas

- Táimid tiomanta caitheamh leo siúd go léir a mbíimid ag caidreamh leo go cóir, le dínit agus le meas.
- Táimid tiomanta seirbhísí a chur ar fáil ar bhealach atá measúil agus cúirtéiseach agus a dhíríonn ar chomhionannas a bhaint amach sa chaoi a gcaitear le gach duine, beag beann ar “inscne, stádas pósta, stádas teaghlach, chlaonadh gnéasach, chreideamh reiligiúnach, aois, mhíchumas, chine ná ar ghaol an duine leis an Lucht Siúil”.

Comhionannas/Éagsúlacht

- Oibreimid chun baic ar ardoideachas a shárú le haghaidh daoine a bhíonn thíos le míbhuntáiste agus le heisiámh sóisialta.
- Déanaimid ár ndícheall a chinntiú go mbíonn na cearta a bunaíodh faoi reachtaíocht chomhionannais le feiceáil inár bpolasaithe agus i dtéarmaí sholáthar na gclár agus na seirbhísí oideachais go léir dár gcuid,
- Táimid tiomanta campas atá cuimsitheach go sóisialta a fhorbairt agus leanfaimid de bheith inár bhfostóir comhdheise.
- Déanfaimid idirchultúrachas a chur chun cinn ar bhealach dearfach, chomh maith le campas ilchultúrtha a fhorbairt.
- Cinnteoidim go mbíonn an fhoireann lánfheasach ar ár dtiomantas i leith comhionannais agus éagsúlachta agus go gcomhlíontar ár bpolasaithe agus ár nósanna imeachta go hiomlán maidir le comhionannas agus um chosaint na foirne agus na mac léinn ó bhulaíocht, ó chiapadh agus ó ghnéaschiapadh san ionad oibre.

Ricgtaub Fhisiciúil

- Táimid tiomanta áiseanna glana, inrochtana a sholáthar, a chloíonn leis na caighdeáin sláinte agus sábháilteachta oibre agus mar chuid de seo, go n-éascófaí teacht na ndaoine faoi mhíchumas agus daoine eile a bhfuil riachtanais ar leith orthu ar an ollscoil.

Eolas

- Déanfaimid ár ndícheall a chinntiú go mbíonn an t-eolas a chuirimid ar fáil soiléir, tráthúil agus cruinn agus go ndéantar freastal ar dhaoine a bhfuil riachtanais speisialta orthu.
- Táimid tiomanta seirbhísí comhtháite agus dea-chomhordaithe a chur ar fáil trí eolas soiléir faoi réimse iomlán na ndeiseanna, na seirbhísí agus na n-áiseanna oideachais atá ar fáil.
- Cinnteoidim go mbainfear leas as an acmhainneacht a bhaineann le teicneolaíocht an eolais agus go gcloíonn ár suíomh gréasáin (www.nuim.ie) le treoirlinnte an tionscnaimh inrochtaineachta gréasáin i leith suíomhanna gréasáin poiblí, chomh fada agus is féidir.
- Cinnteoidim go ndéantar athbhreithniú leanúnach ar ár suíomh gréasáin agus go bhfoilsítear na foilseacháin bhainteacha Ollscoile ar an suíomh gréasáin.

Cumarsáid agus Tráthúlacht

- Táimid tiomanta a chinntiú go mbíonn an chumarsáid idir cruthaitheoirí agus soláthraithe na seirbhísí do na mic léinn, don fhoireann agus do na pobail go léir a ndéanaimid freastal orthu, go mbíonn sí ar ardchaighdeán. Cinnteoidim go dtabharfar freagra ar fhiosrúcháin ar bhealach tráthúil, bainteach agus cruinn. Tá sé de shaoirse ag an bhfoireann a mbreithiúnas féin a thabhairt maidir le cinneadh freagra a thabhairt ar fhiosrúchán ar leith. Tá sé mar thiomantas speisialta againn:

Communications and Timeliness
We are committed to ensuring that communication between those designing and delivering services to students, staff, and all the communities that we serve is of the highest standard. We will ensure that queries are responded to in a timely, relevant and accurate manner. Staff have the freedom to exercise their judgement in respect of the decision to respond to any particular query. In particular, we undertake that:

- We will ensure that our website is kept under review, and that relevant University publications are published on the website.
- We will ensure that the potential offered by information technology is available of and that our website (www.nuim.ie) conforms, as fully as possible, to the web accessibility initiative guidelines for public websites.
- We will ensure that coordinated services through clear information on the full range of educational opportunities, services and facilities available.
- We are committed to providing integrated and well-are accommodated.
- We will endeavour to ensure that information we provide is clear, timely and accurate, and that people with special needs are accommodated.

Information
We are committed to providing clean, accessible facilities that comply with occupational health and safety standards and, as part of this, to facilitate access for people with disabilities and others with specific needs.

Physical Access
We are committed to providing clean, accessible facilities that comply with occupational health and safety standards and, as part of this, to facilitate access for people with disabilities and others with specific needs.

- We will ensure that staff are fully aware of our commitment to equality and diversity, and that there is full compliance with our policies and procedures on equality and for the protection of staff and students against workplace bullying, harassment and sexual harassment.
- We will promote inter-culturalism in a positive way and to develop a multi-cultural campus.
- We are committed to the development of a socially inclusive campus and we will continue to be an equal opportunities employer.
- We will endeavour to ensure that the rights established under equality legislation are reflected both in our policies and in terms of the delivery of all our education programmes and services.
- We will work to overcome barriers to higher education for people who experience disadvantage and social exclusion.

Equality/Diversity
We are dedicated to delivering services in a manner that is respectful and courteous, and which aims to achieve equality of treatment for all regardless of "gender, marital status, family status, sexual orientation, religious belief, age, disability, race or membership of the Traveller community".

Respect
We are committed to treating all of those with whom we interact with fairness, dignity and respect.

Quality Service

- go seolfar admháil de ghnáth taobh istigh de chúig lá oibre in luafar an ball foirne atá ag déileáil leis an bhfiosrúchán, murar féidir freagra pras a thabhairt ar fhiosrúchán. Seolfar freagra iomlán taobh istigh de thréimhse ama réasúnta;
- go gcuirfear ainmneacha agus sonraí teagmhála ar fáil, lena n-áireofar seoladh ríomhphoist (más cuí), le cumarsáid na hOllscoile, chomh maith le huimhir chúí diailithe dhírigh;
- go gcoinneoidimid an fiosraitheoir ar an eolas faoin dul chun cinn ar bhonn rialta, nuair a bhíonn freagra casta i gceist a mbeidh mórán ama i gceist leis;
- go ndéanfaimid ár ndícheall a chinntiú nach mbíonn comhfhreagras agus fiosrúcháin gan freagra nuair a bhíonn baill áirithe foirne as láthair ó obair.

Comhairliúchán agus Measúnú

Táimid tiomanta cur chuige struchtúrtha a chur ar fáil i leith comhairliúchán cuí le agus rannpháirtíocht de chuid na mac léinn, na foirne agus páirtithe leasmhara eile maidir le forbairt, soláthar agus athbheithiú na seirbhísí. Bainfimid an méid seo amach trí úsáid réimse na modhanna seo a leanas:

- Mic léinn, foireann agus ionadaithe ó na pobail a ndéanaimid freastal orthu a chur san áireamh mar bhaill de na coistí cinnteoireachta bainteacha
- Coistí comhairliúcháin foirne-mac léinn
- Coiste comhpháirtíochta
- Ceistneoirí
- Grúpaí fócais agus cleachtaí comhairliúcháin
- Cruinnithe foirne ginearálta

Rogha

Táimid tiomanta seirbhís sholúbtha agus ardchaighdeáin a sholáthar agus an teicneolaíocht chuí agus éiritheach a úsáid chun ár mic léinn, an fhoireann agus na pobail a ndéanaimid freastal orthu a éascú.

Comhionannas na dTeangacha Oifigiúla

De réir riachtanais Scéim Feidhmiúcháin *Acht na dTeangacha Oifigiúla 2003*, cuirfimid seirbhís ar ardchaighdeán ar fáil go dátheangach. Cuirfimid ár mic léinn agus na pobail go léir a ndéanaimid freastal orthu ar an eolas faoin gceart atá acu go ndéanfaí déileáil leo trí cheann amháin nó trí cheann eile den dá theanga oifigiúla, mar atá luaite sa scéim.

Nósanna Imeachta na nGearán agus na nAchoimharc

Déanaimid gach iarracht cabhrú leat trí sheirbhís ardchaighdeáin agus ghairmiúil a sholáthar an t-am go léir. Tá roinnt nósanna imeachta foirmiúla gearán agus achoimharc i bhfeidhm san Ollscoil le haghaidh na foirne agus na mac léinn maidir le ceisteanna ar leith. Sa chás go bhfuil a leithéid de nósanna imeachta i bhfeidhm, ba chóir don fhoireann agus do na mic léinn leas a bhaint astu.

Nuair nach bhfuil aon nós imeachta foirmiúil ar fáil agus má theastaíonn uait gearán nó achoimharc a dhéanamh, ba chóir duit:

- Teagmháil a dhéanamh le ceann na roinne nó na seirbhíse a dhéanfaidh déileáil le do ghearán nó d'achomharc ar an gcéad dul síos.
- Má tá tú míshásta le toradh do ghearán nó d'achomhairc, déan teagmháil le:
Ann McKeon, Teach na Daonnachta (Seomra 25), ONÉ, Má Nuad Guthán: 01 7086184, Ríomhphost: ann.mckeeon@nuim.ie
- Glacfar le do ghearán nó d'achomharc, caithefear leis faoi rún agus déanfar é a fhiosrú go cuimsitheach. Gheobhaidh tú freagra pras.
- I gcás moille nach féidir a sheachaint, coinneofar ar an eolas thú faoin dul chun cinn, ar bhonn rialta.

Meitheamh 2009

June 2009

- where a query cannot be responded to promptly, an acknowledgment will be made within five working days indicating the staff member who is dealing with the query, and a full reply will be issued within a reasonable time;
- contact names and details, including an e-mail address (where appropriate) and an appropriate direct dial number, will be provided with University communications;
- in the event of a complex response that takes time, we will keep the enquirer informed of progress on a regular basis;
- we will endeavour to ensure that correspondence and queries are do not go unanswered when individual staff members are absent from work.
- Contact the head of department or service who will deal with your complaint or appeal in the first instance.
- If you are unhappy with the outcome of your complaint or appeal please contact:
Ann McKeon, Humanity House (Room 25), NU1 Maynooth
Tel: 01 7086184, Email: ann.mckeeon@nuim.ie
- Your complaint or appeal will be acknowledged, treated confidentially and investigated thoroughly. You will receive a prompt response.
- In the event of an unavoidable delay you will be kept advised of progress on a regular basis.

Where no formal procedure is available and you wish to make a complaint or an appeal you should:

Procedures for Complaints and Appeals
We make every effort to assist you by providing a high quality and professional service at all times. There are some formal complaints and appeals procedures in place in the University for staff and students relating to specific issues. Where such procedures are in place staff and students should avail of them.

Official Languages Equality
In accordance with the requirements of the Official Languages Act 2003 Implementation Scheme we will provide quality services bilingually. We will inform our students and all the communities that we serve of their right to choose to be dealt with through one or other of the official languages as detailed in the scheme.

Choice
We are committed to providing a flexible and quality service and to using appropriate and emerging technologies to facilitate our students, staff and the communities we serve.

- Staff-student consultative committees
- Partnership committee
- Questionnaires
- Focus groups and consultation exercises
- General staff meetings
- Involving students, staff, and representatives of the communities that we serve as members of relevant decision-making committees
- Staff-student consultative committees
- Involving students, staff, and representatives of the communities that we serve as members of relevant decision-making committees
- We are committed to providing a structured approach to appropriate consultation with students, staff and other interested parties in relation to the development, delivery and review of services. We will achieve this using a range of following methods:
- We are committed to providing a structured approach to appropriate consultation with students, staff and other interested parties in relation to the development, delivery and review of services. We will achieve this using a range of following methods:

Consultation and Evaluation