

The General Teaching Council for Wales

Standards of Service

“The General Teaching Council for Wales’ customer charter enables us to let the public know what standards to expect from us and to learn what we do well and what we need to improve upon”.

The purpose of this document is to ensure that our service users receive a high quality, prompt and courteous service.

The Council aims to act as an open organisation. Much of the information about the Council and its work is published on its website. We have set out in our Freedom of Information Publication Scheme what information is available and in what format. Requests for information from the public will be governed by our Publication Scheme.

The General Teaching Council for Wales aims to:

- be open and communicate clearly and effectively in plain language
- provide full information about its services
- treat all people fairly and equal, respecting privacy, dignity and confidentiality
- be helpful and courteous, paying attention to those with special needs
- make services easily available to everyone who needs them, including via the use of technology
- put things right quickly and effectively, learning from any complaints it receives
- monitor and review its performance
- review this policy on an annual basis and look for ways to improve the services offered.

Our targets:

- ✓ respond to telephone calls within 4 rings / 10 seconds, through the medium of English or Welsh if requested
- ✓ respond to written enquiries and requests for literature, within 5 working days of receipt of correspondence, whether by letter or fax, via the medium of Welsh if required. If a response in Welsh is required and there will be a delay with translation, a standardised Welsh response will be sent confirming receipt of the enquiry and stating a full response will follow. Request for copies of literature will be processed as per the Freedom of Information Policy operated by the General Teaching Council.
- ✓ respond to e mails within 2 days of receipt

The General Teaching Council for Wales operates from one central office based at:

4th Floor
Southgate House
Wood Street
Cardiff
CF10 1 EW

Persons may call at the office from 8.30am until 5.00pm Monday to Thursday and from 8.30am until 4.30pm on Friday. We will provide the following services:

- ✓ a friendly reception area signposted with bi-lingual signs
- ✓ reception staff who are able to respond to personal callers efficiently through both the medium of English and Welsh
- ✓ copies of information available via a range of formats such as e mail, hard copies, faxes or via the web site

The General Teaching Council for Wales realises that each enquiry is specific and our responses will reflect this.

We hold personal information about teachers as part of our regulatory functions. We will undertake identity checks with telephone callers to safeguard information and confidentiality.

How to contact us

The Council can be contacted via the following methods:

Telephone:	029 2055 0350	Contact hours are the same as for personal callers
Fax:	029 2055 0360	
e.mail:	information@gtcw.org.uk	
Web site:	www.gtcw.org.uk	

Should you have a complaint or suggestion

The GTCW also realises that sometimes things can go wrong and we have therefore put into place procedures to deal with complaints, should they arise.

First Stage

The GTCW is aware that from time to time complaints may be made regarding the standard of service that is provided. In the first instance the GTCW asks that the complaint be taken up with the person responsible for that particular service. In most cases the complaint should be resolved at this stage.

Second Stage

If the complainant is not happy with the response, then the complaint should be referred to the relevant senior manager of the Department concerned, giving full details of the complaint. They will then consider the complaint and respond accordingly.

Third Stage

If the matter is still not resolved to the satisfaction of the complainant, then the complaint will be referred to the Chief Executive for final consideration.

In regard to a complaint being received, we aim to:

- acknowledge receipt of the initial complaint within 5 working days
- make a full response within 20 working days, unless it is anticipated that the matter will take longer to resolve in which case an interim reply will be sent
- make a final response within 40 working days of receipt of the initial complaint.