

Customer Charter

Our Customer Commitment

SCCUL Enterprises CLG is a registered charity set up by, but independent to, St. Columba's Credit Union, Galway in 2002. As a not for profit, social enterprise, SCCUL aims to champion societal change by promoting community, enterprise, wellbeing and social inclusion. This is achieved through a number of successful initiatives operating from the West of Ireland;

1. SCCUL Enterprise Centre, Ballybane
2. bizmentors®
3. Bizmentors International
4. SCCUL Sanctuary, Clarinbridge
5. Ballinfoile Castlegar Neighbourhood Centre

Our **Vision** is: To alleviate poverty and disadvantage by empowering positive well-being and growth.

Our **Mission** is: To facilitate individual, community and economic growth in a sustainable manner, through socio economic development with the provision of supports and infrastructure.

We are committed to achieving the highest quality standards when providing services to our customers and engaging with stakeholders. We appreciate feedback and strive for continuous improvement.

Telephone Communications – we strive to:

- Answer efficiently;
- Identify ourselves by name;
- Be professional and courteous;
- Direct you to the right person;
- Take an accurate message if the person you are trying to reach is unavailable;
- Answer your query immediately or advise you when we will be in a position to answer if responding to more complex matters;
- Provide a voicemail option if we are unavailable to answer the telephone;
- Listen to you respectfully.

Written Communications – we strive to:

- Respond to you within 7 days;
- Provide relevant information;

- Advise you if any delays are expected to occur in responding to your query and why such delays may occur;
- Keep a record of your correspondence.

Organisation Visits – we strive to:

- Welcome you and make sure you are comfortable while visiting us
- Be courteous and professional towards you
- Take into consideration your accessibility needs

Customer Complaints and Decisions – we strive to:

- Provide you with an effective complaints process
- Respond to your complaint in full within 14 days
- Advise you of any delays in responding to your complaint and why such delays may occur
- Learn from your feedback and comments
- Provide you with the rationale for our decisions
- Provide you with information about our complaints appeal procedure
- Be transparent and honest in our dealings with you