

DEALING WITH COMPLAINTS

Our clients' advice and opinion is very important in improving our services. In that respect, we would like to receive your comments, advice or complaints about our services through the following channels: letters, electronic mails, Website, phone and even on one to one with our management or head of divisions.

WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including input and co-operation we receive. We therefore request you to:

- Be honest, polite and patient
- Be consistent in keeping communication lines open
- Keep abreast of the documentation and communications you receive from us
- Attend information seminars/workshops whenever possible and afford us the courtesy of acknowledging invitations
- Be timely in providing required and accurate information to the Directorate
- Comply with existing Legislations, Regulations and Procedures
- Treat our staff members with the necessary respect

Divisions Contact Details:

Curriculum and Research: 062 509021

Professional and Resource: 062 509082

DEALING WITH YOUR COMPLAINT

If you have any comment, suggestion or a request about the activities or services of the Directorate you should contact:

Attention: The Director: The National Institute for Educational Development (NIED)
Ministry of Education, Arts & Culture
Voortrekker Road Street
Private Bag 2034
Okahandja
Namibia

Phone: +264 62 509000/2

Fax: +264 62 509073

E-mail: eshikongo@nied.edu.na

Website: www.nied.edu.na

And if you are still not satisfied with the response from the Directorate you may take the matter up with the Deputy Permanent Secretary of the Department Formal Education. Should you still not be satisfied with the response or action taken you can approach the Permanent Secretary of the Ministry of Education, Arts and Culture. If not yet satisfied you may approach the Prime Minister or the Office of the Ombudsman.



Ministry of Education, Arts and Culture

**CUSTOMER SERVICE
CHARTER**

Department: Formal Education

Directorate: The National Institute for Educational Development (NIED)

The Directorate responsibilities are to design and develop curriculum; evaluate learning support materials; conduct education policy research and other education research activities; monitor and evaluate curriculum and program implementation; as well as conduct in-service teacher training for curriculum implementation.



THIS CHARTER

Outlines:

- What we do
- Our Clients
- Our commitment to you
- Our service promise
- What we ask of you
- Dealing with complaints

WHAT WE DO

The Directorate provides service in the following areas:

- Curriculum design and development for schools
- Evaluation of Curriculum Support Materials (including textbooks)
- Education Research
- Continuing Professional Development (CPD) for curriculum implementation
- Coordination of Namibia Novice Induction Programme
- CPD for Teachers Resource Centers staffs
- Production, printing and distribution of educational materials

OUR CLIENTS

The followings are some of our clients:

- Staff of the Ministry of Education, Arts and Culture,
- Various O/M/As/RCs,
- Government Institutions,
- Schools/teachers/learners/parents
- UNIONS, Non-Governmental Organisations
- Development Partners and Textbook Publishers
- Institutions of Higher Learning

OUR COMMITMENT TO YOU

- ✓ We commit to:
 - To continue improving standards of services
 - To be transparent and give correct information, in a clear and simple language
 - To solve problems quickly when they occur
 - To acknowledge, respond and take quick action to complaints that might occur during service delivery
 - To communicate and involve our clients and stakeholders to give their opinions and inputs for the purpose of improving our services
 - To have clear standards of services to meet clients expectations
 - To co-operate with other service providers so as to improve services
- ✓ We strive to execute our duties within the following guiding **VALUES**:
 - Excellence in service delivery
 - Professionalism
 - Political neutrality
 - Fairness
 - Diligence on duty
 - Integrity
 - Accountability
 - Transparency and information
 - Participation and consultation

OUR SERVICE PROMISE

If you seek access to our services we will;

- Print, produce, and distribute curriculum documents to regional education directorates.
- Print and deliver the Inset Basic Education Teachers' Diploma (BETD)
- Provide curriculum documents to the public, schools.
- Avail library services to the public, teachers and other educational stakeholders.
- Evaluate learning support materials (including textbooks).
- Conduct in-service teacher training for curriculum implementation and updating teachers' skills and competences.
- Support the professional development of staff members at Teacher Resource Centre (TRC).
- Assist regional education directorate with continuing professional development programmes for mentor teachers and newly qualified teachers.

And if you contact us:

In person, we will:

- Treat you in a polite, courteous and fair manner as well as provide you the fastest service possible.

By telephone, we will:

- Answer all calls promptly within five rings and in a polite and friendly manner, and identify ourselves.
- Respond to queries as quickly as possible and ensure that, if we are unable to deal with a query promptly, we will call clients back within 5 working days.

By letter, fax or email, we will:

- Acknowledge receipt of your inquiry within 10 working days and ensure that a substantive reply is issued.
- All replies to queries will be clear, concise and easily understood.
- Provide contact particulars in all communications for further enquiries.