



**NATIONAL  
EDUCATION TRUST**

Advancing Education in Jamaica

**Customer Service Charter**

2025

## 1.0 Overview

This document outlines the commitment of the organisation to provide excellent customer service to its stakeholders. It sets clear expectations for how customers should be treated, defines service standards and ensures accountability. This charter serves as a guide for both employees and customers, promoting transparency and consistency in every interaction.

The National Education Trust (NET) is committed to upholding these principles to enhance engagement with stakeholders. This is achieved by:

### 1.1 Objectives of the Charter

- **Define Clear Service Standards** - To establish transparent, measurable standards that guide the delivery of services, ensuring consistency, professionalism and timeliness in every stakeholder interaction.
- **Promote Transparency and Accountability** - To uphold the highest standards of integrity in managing stakeholder inquiries, requests and donations, ensuring services are delivered in a fair and responsible manner.
- **Encourage Customer Feedback and Continuous Improvement** - To promote a culture of service excellence by collecting and incorporating feedback through surveys, comment cards and suggestion boxes, enabling ongoing enhancements to the stakeholder experience.
- **Reinforce the Support Role of NET in the Education Sector** - To provide professional and courteous support services that align with the mandate of NET to mobilise resources, manage donor partnerships, and implement projects that benefit the education sector in Jamaica.

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## 2.0 Services

At NET, we:

- Build relationships with donors and investors to acquire essential educational resources.
- Improve the environment of our Jamaican schools through the implementation of a strategic infrastructure programme.

## **2.1 Services Offered**

NET provides the following services:

1. Customs Fees Waivers
2. School Needs Assessments
3. Donor & Partnership Management
4. Fund Management
5. Project Management
6. Adopt-a-School Programme
7. Technical Support

## **2.2 Service Descriptions**

### **2.2.1 Customs Fees Waiver**

NET, as a Registered Charitable Organisation, facilitates customs fee waivers for in-kind donations of educational materials. This ensures that supplies reach schools quickly and without additional import costs, allowing resources to be used where they are needed most.

### **2.2.2 School Needs Assessments**

To ensure donations align with real needs, NET conducts targeted assessments in schools across Jamaica. Working closely with the Ministry of Education and other stakeholders, NET maintains an up-to-date registry of gaps and unmet needs. Donors are matched with verified priorities and NET facilitates distribution to maximize impact.

### **2.2.3 Donor & Partnership Management**

NET fosters meaningful collaborations with donors and partners who are committed to enhancing education in Jamaica. By identifying, engaging and nurturing these relationships, NET helps to remove barriers to learning and improve education outcomes for students.

## 2.2.4 Fund Management

Transparency and accountability are at the core of our fund management services. Whether designated for scholarships, infrastructure projects, educational resources, or capacity building, all donations and grants are managed responsibly to ensure they fulfill its intended purpose.

## 2.2.5 Project Management

NET provides administrative and project management support for donor-funded initiatives, both infrastructure and non-infrastructure. Services include:

- Project identification
- Budgeting
- Procurement
- Implementation
- Monitoring and evaluation

This ensures projects are efficiently and effectively completed.

## 2.2.6 Technical Support

NET, through its Infrastructure Management Unit, provides technical support to both its Parent Ministry and the Donor and Partnership Management Unit by:

- **Scoping & Cost Estimation** – Conducting detailed assessments to determine the feasibility and requirements for projects.
- **Infrastructure Planning & Development** – Providing expert guidance on school construction, renovation and expansion to improve learning environments.
- **Project Oversight & Coordination** – Managing the implementation of infrastructure projects to ensure efficiency and accountability.
- **Policy Implementation Support** – Advising on best practices and data-driven solutions to enhance the development and modernisation of the education sector in Jamaica.
- **Needs Assessments & Resource Allocation** – Identifying infrastructural gaps and priority needs in schools to guide funding and intervention strategies.

- **Monitoring & Reporting** – Tracking project progress, maintaining accountability and delivering measurable outcomes to the relevant stakeholders.
  - **Capacity Building for Schools & Partners** – Offering technical expertise to schools, community organisations and donors to enhance project planning, execution and sustainability.
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### **3.0 Our Commitment to Our Customers**

We pledge to:

- Deliver professional and courteous service at all times.
  - Ensure timely and efficient responses to inquiries and requests.
  - Provide accurate and clear information about our services and initiatives.
  - Treat all stakeholders with fairness, dignity and respect.
  - Uphold transparency and accountability in all interactions.
  - Continuously seek ways to improve our service delivery.
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### **4.0 Handling Customer Requests**

#### **4.1 Customer Interaction & Communication**

- Visitors to the NET office are warmly welcomed by our staff and are attended to within 5 – 10 minutes of their arrival on-site.
- Telephone calls are answered within three (3) rings and customers are not placed on hold for more than thirty (30) seconds without an update.
- Employees answering calls politely introduce themselves and identify their department.

#### **4.2 Processing Requests**

- All funding, donation, or partnership requests are processed promptly, provided the required information is submitted.
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- For requests requiring additional approvals or coordination, an estimated processing timeline will be provided.

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## 5.0 Specific Timeframes for Responding to Queries & Complaints

Process	Timeframe
Acknowledgment of inquiries/complaints/requests for resource support (scholarships, devices, etc.)	Acknowledged within 2 business days, with an official response provided in 5 business days
Final resolution ( for complaints) by the Executive Director	10 business days
Appeals process (for complaints) escalation to the Development Committee of the Board	10 business days
Appeals process (for complaints) escalation to the full Board	10 business days
Appeals process (for complaints) escalation to the Permanent Secretary	10 business days

We are committed to addressing all inquiries and complaints promptly and efficiently. Complaints, queries and requests for resource support are acknowledged within two (2) business days, with an official response provided within five (5) business days. Each issue undergoes a thorough investigation to determine the best resolution. If unresolved, the matter may be escalated to the Executive Director, who will ensure a final resolution within ten (10) business days from the date of escalation.

If the customer remains dissatisfied, they may appeal to the Development Committee of the Board, which will review and respond within ten (10) business days after the escalation. Should the issue still not be resolved, the customer may submit a formal report to the full Board, which will provide a decision within ten (10) business days following the appeal. If the matter remains unresolved, it may be escalated to the Permanent Secretary, who will issue a final decision within ten (10) business days after receiving the escalation.

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## **6.0 The Customer's Role**

As our valued customer, you play a key role in ensuring a seamless service experience. We encourage you to:

- Be courteous and respectful to our staff.
- Provide complete and accurate information when making requests.
- Familiarise yourself with the applicable policies and guidelines of NET.
- Submit all required documents in a timely manner.
- We are committed to addressing your requests efficiently. To assist us in doing so, please ensure that all submitted details are clear and concise.
- We look forward to assisting you with your request during your visit to the National Education Trust (NET). We kindly ask that you maintain a professional demeanor and attire when conducting business on our premises.
- We encourage you to participate in our Stakeholder Satisfaction and Awareness Survey, utilise our suggestion boxes, or fill out our Customer Comment Cards. Your feedback is important and helps us continuously improve our services.

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## **7.0 Keeping the Customer Informed**

We keep stakeholders informed through:

- Public notices and print media
  - Social media updates
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- Radio and television features
- Educational forums and expos
- Brochures and fact sheets

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## 8.0 Operating Hours & Contact Information

Mondays – Thursdays: 8:30 a.m. – 5:00 p.m.

Fridays: 8:30 a.m. – 4:00 p.m.

**For inquiries, feedback, or assistance, please contact us:**

 Phone: (876) 967-9007

 Email: [info@net.org.jm](mailto:info@net.org.jm) | [marketing@net.org.jm](mailto:marketing@net.org.jm)

 Website: [www.net.org.jm](http://www.net.org.jm)

### Social Media:

- Facebook: National Education Trust Jamaica
- Instagram: @net\_jamaica
- X (Twitter): @netjamaica
- TikTok: @netjamaica
- LinkedIn: National Education Trust Jamaica
- YouTube: National Education Trust Jamaica

 **Office Address:** Caenwood Centre, 37 Arnold Road, Kingston 5