

YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want;
- We promise to consider your views when setting our service standards;
- Inform us if you are not satisfied and are unhappy with our service delivery; and
- Give us your comments so that we can improve our service.

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 timely in providing required and accurate information to the Directorate;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

When you communicate with us, please provide the following information:

- Your full name
- Postal address/ email address/ telephone number/fax number
- Provide a clear description of your particular concern/s or need/s
- Keep a record of the issue at stake and the person in our Directorate whom you dealt with as well as the date and the time of the communication to improve our services.

FEEDBACK, COMMENTS AND COMPLAINTS

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

The Director: Arts
Ministry of Education, Arts and Culture
Government Office Park
Private Bag 13186
Windhoek

Phone: +264 61 2933543

E-mail: arts@moe.gov.na

- If you are not satisfied with the response from the Directorate you may take the matter up with the *Deputy Executive Director: Lifelong Learning*
- If still not satisfied with the response or action taken, you may approach the office of the Executive Director
- Should you still not be satisfied you may approach the Office of the Prime Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman.



Ministry of Education, Arts and Culture

CUSTOMER SERVICE CHARTER

Department: Lifelong Learning, Arts and Culture (LLAC)
Directorate: Arts

The Directorate is responsible for educating and promoting the artistic expressions and skills of Namibians sustainably.



THIS CHARTER

- Outlines the services we provide (What we do)
- Defines who are our Customers
- Reflects our commitments
- Sets standard of services that you can expect from us at all times
- State what we will do if you contact us
- States that your views count
- Indicates what we ask of you
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

WHAT WE DO

- Organize arts activities and events in the regions;
- Provide support to schools in the implementation of the arts curriculum;
- Compile a regional database for artists;
- Establish and develop arts clubs at schools and communities;
- Support and create awareness on initiatives and programmes related to arts;
- Participate in regional exchange and networking programs;
- Facilitate linkages between artists and buyers;
- Create market platforms for artists and buyers;
- Provide advisory and advocating services for the arts in the regions;
- Conduct arts training/workshops

OUR CUSTOMERS

- Artists
- Schools/ Artists Institutions
- Communities
- Art promoters/ collectors/retailors
- RCs/NGOs/ International partners

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective and efficient quality services.
- ✓ We strive to execute our duties within the following guiding **VALUES**:
 - **Integrity** - We will demonstrate adherence to ethical principles while carrying out professional duties. Perform duties with integrity. Ensuring systems and procedures are rules compliant.
 - **Accountability** - We shall be accountable for carrying out responsibilities efficiently, timely and with integrity.
 - **Professionalism** - We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive.
 - **Commitment** - We shall be committed to the Ministry's objectives of providing accessible, equitable and quality education for all.
 - **Respect & Empathy** - We shall treat all stakeholders with dignity and politeness at all times.
 - **Transparency** - We shall treat all stakeholders with dignity and politeness at all times. Embracing cultural diversity and tolerance.
 - **Teamwork** - We shall exercise teamwork as the modus operandi for achieving strategic objectives. Ensuring Team building.

OUR SERVICE PROMISE/STANDARDS

We will:

- organize arts activities and events in the regions eight times a year;
- provide support on the implementation of the arts curriculum at least to 15 schools per quarter or within 15 working days upon receipt of request;
- compile a regional database for artists annually;

- establish and develop at least five art clubs per annum at selected schools or constituencies;
- support and create awareness on initiatives and programmes related to arts as needs arises;
- participate in regional exchange and networking programs at least twice a year;
- continuously facilitate linkages between artists and buyers;
- create market platforms for artists and buyers at least once a year;
- Provide advisory and advocating services for the arts in the regions at all times when the needs arises;
- Conduct arts training/workshops at least four times a year for selected schools or constituencies.

WHEN YOU CONTACT US

If you phone us

- We will answer to your call within 3 rings;
- We will return your call within 2 days if we can't provide an answer immediately.

If you write to us

- We will acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

If you visit us

- We will attend to you within 5 Minutes if you have an appointment with us;
- We will respond to your questions while you are with us, if we cannot we will let you know why, and when you can expect an answer;
- If you need referral, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.

