

Customer Services Complaints Form – Formal Complaint

Name:	
Address:	
Phone No:	
Email:	
Date:	
Are you subm	nitting this complaint on behalf of someone else? (Yes/No)
	e complete the following details for the person you are making the behalf of. The response to the complaint will be sent directly to the person.
Name:	
Address:	
Phone No:	
Email:	
Please specif	fy the Kildare County Council service which is the focus of your complaint.

Have you already put your concern to the frontline staff responsible for delivering the service? Yes / No
If no, you are encouraged to engage directly with the Section with which the service issue arose. This can be done by emailing customerservice@kildarecoco.ie or calling 045 980 200 to speak to a staff member from the relevant Section.
If yes, please provide brief details of how, to whom and when you did so or attach any reply received.
Please provide details of your current complaint and expected outcome:

If you have any documentation to support your complaint, please attach them.
Signature:
Please return the completed form as follows:

- Email: complaints@kildarecoco.ie
- Post: Kildare County Council, Corporate Services Department, Head Office Áras Chill Dara, Devoy Park, Naas, Co Kildare W91 X77F

See for your information a link to Kildare County Council's Complaints Handling

<u>Procedure.</u>