

**KILDARE COUNTY COUNCIL
ANTI-SOCIAL BEHAVIOUR COMPLAINT FORM**



IMPORTANT NOTICE

TENANT LIAISON SERVICE

Dear Sir/Madam,

You should use this form if you are making a complaint about a dwelling occupied by a tenant of Kildare County Council. Private Tenancies are governed by the Residential Tenancy Board (www.rtb.ie).

PLEASE NOTE THAT WE ARE NOT AN EMERGENCY SERVICE AND, IN THE EVENT OF AN EMERGENCY, YOU SHOULD ALWAYS DIAL 999 OR 112.

Please complete, sign and date this form and return it as soon as possible, and no later than 14 days from the date the matter you are complaining about occurred. Once received, your written complaint will be acknowledged in writing via either the Customer Relations Management System (CRM), or via post and /or email and will receive due consideration. Complaints are dealt with pursuant to our internal procedures and in line with our anti-social behaviour strategy. You can view the strategy online at <https://kildarecoco.ie/AllServices/Housing/anti-socialbehaviour/>.

The complaints procedure and the stages involved in processing a complaint are dealt with in this strategy. In discharging our obligations under section 35 of The Housing (Miscellaneous Provisions) Act 2009, the Council must follow due process when dealing with a complaint. Some complaints take longer than others to investigate, and, therefore, we ask that you bear with us whilst the procedures are followed. Due to the restrictions of data protection and freedom of information legislation we are not able to disclose the details of what is discussed between the Council and its tenants. The respondent in any complaint is equally entitled to have their privacy protected, and therefore you will be notified that a complaint was either upheld or dismissed and given any additional advice of a general nature that may be necessary to assist you. In most cases, you may not be entitled to know if a sanction, such as a warning, has been applied to our tenant or if we have plans to seek possession of a dwelling, etc. Please note that not all complaints can be dealt with by the Housing Department. If your complaint cannot be dealt with under housing legislation you will be notified of this as soon as possible. Please note that criminal behaviour should first be reported to An Garda Síochána on Garda Confidential 1 800 666 111 or at your local Garda station. More information on reporting crime is available at <http://www.garda.ie>. Please be advised that if your fully completed form is not returned within the 14-day period as specified above it will be given no further consideration.

Kind regards

Tenant Liaison Service
Housing Department
Tel: (045) 980 705
Email: estatemangement@kildarecoco.ie

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Name of Person(s) about whom the complaint is being made: _

What is their address?

Were Gardai contacted?

What is the Garda Pulse Number?

I have read, understand, and agree with Kildare County Council's

Privacy policy: [Kildare County Council - Privacy Statement](#)

I am willing to attend a court of law to support my allegations

I wish to withhold my name as the complainant in this case

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DESCRIPTION OF ANTI-SOCIAL BEHAVIOUR / TENANCY ISSUE

Description & Location	Date	Time

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Details in relation to independent witnessesⁱ present and willing to sign statements of evidence to support your complaint

Name: _____

Address: _____

Telephone Number: _____

Name: _____

Address: _____

Telephone Number: _____

ⁱ Should not be a member of your household or a close relative.

DESCRIPTION OF ANTI-SOCIAL BEHAVIOUR / TENANCY ISSUE CONTINUED

MY DETAILS (IN BLOCK CAPITALS:

Name: _____

Address: _____

Home/Phone/Mobile: _____

Email address: _____

Confirm Email address: _____

I prefer to receive correspondence by:

Email:

Letter/Post:

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I DECLARE THAT ALL INFORMATION MADE BY ME IS TRUE & ACCURATE TO THE BEST OF MY KNOWLEDGE

Name in BLOCK CAPITALS:

Signature:

Date:

Please complete and return to Tenant Liaison Service, Housing Department, Kildare County Council Devoy Park, Naas, Co. Kildare or via email to estatemangement@kildarecoco.ie.

Please note that it is the policy of Kildare County Council not to investigate anonymous or vexatious complaints.