



Comhairle Contae Chill Dara

Kildare County Council

Customer Charter

Our Customer Charter is a statement of the level of service that our customers can expect from us. See details on customer service standards and how we will deliver and evaluate our service, in our Customer Service Action Plan:

www.kildarecoco.ie/YourCouncil/CustomerService/

OUR CUSTOMER COMMITMENTS

We are committed to delivering quality customer services through:

Dealing with you

- Efficiently and in a courteous manner, with due regard to privacy
- In an impartial, friendly, open and helpful way
- Respecting equality and diversity
- We will serve our customers without discrimination or prejudice, respecting principles of equality and diversity and meeting the needs of all customers by providing services complying with legislation and good practice
- Serving you in an open and impartial way
- Responding to your enquiries and explaining reasons for decisions, as well as your rights and responsibilities
- Giving information you need in clear, easily understood ways
- Directing you to the service(s) or supports you need
- Holding your personal details securely, in line with our responsibilities

Facilitating access to our services

- Providing an accessible, clean and safe environment at our facilities, that complies with legislation and health and safety requirements
- We provide an Access Officer service to support people with disabilities in accessing Council services. We will offer assistance, guidance and appropriate supports to help ensure our services are accessible to all
- Contact: accessofficer@kildarecoco.ie or Phone: 045 980 707
- Being accountable and transparent
- Giving the name and contact details of the person dealing with your query

- Setting performance standards in our Customer Service Action Plan and monitoring them
- Improving communications and consultation with the public
- Listening and providing a response should you have feedback or a complaint

Contacting us

Email: customerservice@kildarecoco.ie

Customer Portal:

www.kildarecoco.ie/YourCouncil/CustomerService/ContactUs/

Phone: 045 980 200 – Monday to Friday 9am–5pm except Wednesdays 9.30am–5pm (Closed on Bank Holidays)

Out of Hours Emergencies (urgent non-fire infrastructural services): 1800 500 444

Homeless Out of Hours: 1800 804 307 (Monday–Friday 5pm–9pm; Saturday & Sunday 12pm–5pm)

Uisce Éireann: 1800 278 278 (24 hours, 7 days a week)

Website: www.kildarecoco.ie

Our Address

Head Office: Áras Chill Dara, Devoy Park, Naas, Co. Kildare W91 X77F

Appointments required for Head Office. Book via website homepage or call 045 980 200

Payments

Online payments:

www.kildarecoco.ie/AllServices/OnlineServices/

By phone:

Housing Loans: 045 980 652

Housing Rents: 045 980 654

Rates: 045 980 656

All other payments: Payments Office 045 980 606

Payment offices opening hours: 9.30am–1pm

Online Services

We are continually developing online services:

www.kildarecoco.ie/AllServices/OnlineServices/

Contacting your Local Councillors

To contact your local Councillor on an issue:

www.kildarecoco.ie/YourCouncil/YourElectedCouncillor/

Services in Irish or Other Languages

We will make every effort to facilitate persons wishing to conduct business through Irish, including access to an Irish speaker where possible and provision of forms and documents in Irish where required. Our Customer Contact Portal is available

in Irish via the Contact Us button on our [website](#). We have a limited number of in-house speakers of other languages; depending on the language, additional time may be required where third-party translation services are needed.

What to expect when you contact us

We commit to:

- Use clear plain language in application forms, information leaflets and written communications
- Provide clear, accurate and comprehensive information on our services, including on our website

When you correspond with us:

- Emails to our Customer Service Centre will be acknowledged within 24 hours
- Where a response is required, we will respond within 15 working days unless different statutory processes apply
- We will provide a contact name, telephone number, email or postal address if you need to contact us again
- Out-of-office email functions will be used to provide an alternative contact point when staff are unavailable
- When you contact us by telephone:**
 - We aim to answer all calls promptly
 - We will give our name, identify our area of work and provide the information you need
 - If we cannot deal with your query immediately, we will find the information required and call you back promptly
 - Where calls must be transferred, we will name the business area and offer transfer or provide a direct number
 - If staff are out of office, phones will be transferred or voicemail provided
 - For certain service areas, a case may be logged on our Customer Relationship Management (CRM) system to ensure requests are recorded and followed up

Managing Complaints and Feedback

Your feedback is important to us. If you have a complaint or feedback about a service or about accessibility, please contact us:

Email: complaints@kildarecoco.ie

Online complaint form:

www.kildarecoco.ie/YourCouncil/CustomerService/

Comment card or complaint form available at our offices

Phone: 045 980 200

Write to: Customer Service Officer, Corporate Services, Áras Chill Dara, Devoy Park, Naas, Co. Kildare W91 X77F

Our Commitment

Stage 1 – Frontline Resolution: Complaint dealt with by the relevant service section. Response within 10 working days. Delays will be explained.

Stage 2 – Formal Complaint/Review: If dissatisfied, you may seek a written review. Response within 30 working days (or you will be notified if longer). Please include Stage 1 response.

Office of the Ombudsman

Make a complaint online: www.ombudsman.ie

Write to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773

Phone: 01 639 5600

Customer Responsibilities

Help us improve services by:

- Attending appointments on time and advising if unable to attend
- Having information and forms completed
- Treating staff and other customers with courtesy and respect
- Respecting all facilities
- Being patient at busy/peak times
- Notifying us of relevant changes to circumstances or contact details
- Adhering to public health advice

Our Customer Code of Conduct is available online. If behaviour is considered unacceptable, you will be asked to change it.

Continued behaviour may result in limits on access to services or facilities.

Refusal to leave when requested may result in An Garda Síochána being contacted.

We will monitor and improve customer service by:

- Reporting performance in the Annual Report and Annual Service Delivery Plan
- Publishing performance indicator data on our website
- Publishing updates in the Chief Executive Report
- Innovating to expand online services
- Improving manager service reporting tools
- Providing staff training

Privacy and Data Protection

We take protection of personal data seriously. View our Privacy Statements on our website.

Data Protection Officer

Phone: 045 980 200

Email: dataprotection@kildarecoco.ie