

# Kildare County Council

## Customer Charter 2023 - 2025



Comhairle Contae Chill Dara  
Kildare County Council

[www.kildarecoco.ie](http://www.kildarecoco.ie)

### Customer Charter 2023-2025

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 will deliver and evaluate our service, in our Customer Service Action Plan [www.kildarecoco.ie/YourCouncil/CustomerService/](http://www.kildarecoco.ie/YourCouncil/CustomerService/)

#### Our Customer Commitments

We are committed to delivering a quality customer experience 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 have appointed an Access Officer. This is a point of contact for people with disabilities, responsible for arranging and co-ordinating assistance and guidance to access services provided.
- Contact: [accessofficer@kildarecoco.ie](mailto: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](mailto:customerservice@kildarecoco.ie)

**Customer Portal** [www.kildarecoco.ie/YourCouncil/CustomerService/ContactUs/](http://www.kildarecoco.ie/YourCouncil/CustomerService/ContactUs/)

**Phone Naas** **045 980 200** - Head Office, Naas Customer Service Monday – Friday 9am–5pm (Except Bank Holidays)

**Phone Athy** **045-980 657** - Athy Customer Service. Hours as above.

**Phone Out of Hours** **1800 500 444**  
(For **urgent** Non-Fire Emergency issues with infrastructural services the Council provide)

**Homeless Out of Hours** **1800 804 307** Monday-Friday 5pm - 9pm.  
Saturday & Sunday 12pm -5pm

**Irish Water** **1800 278 278**. Open 24 hours, 7 days a week

**Website** [www.kildarecoco.ie](http://www.kildarecoco.ie)

**Our Address (Naas)** Head Office Áras Chill Dara  
Devoy Park, Naas,  
Co Kildare W91 X77F.  
**Appointments required for Head Office**  
Book on our [website homepage](http://www.kildarecoco.ie/YourCouncil/CustomerService/ContactUs/) or call **045 980 200**.

**Our Address (Athy)** Athy Customer Service Point,  
Rathstewart, Monasterevan Road,  
Athy, Co. Kildare R14 Y163.

**Payments Online** [www.kildarecoco.ie/AllServices/OnlineServices/](http://www.kildarecoco.ie/AllServices/OnlineServices/)

**Payments By Phone.**  
Housing **Loans** on **045 980 652**  
Housing **Rents** on **045 980 654**  
**Rates** on 045 980 656  
**All other** payments: Payments Office (Naas) **045-980 606** or  
Athy at **045 980 657**.

Payment offices at Naas and Athy.

Naas: 9.30am-4.30pm. Athy: 9.15am-4.00pm.

**Online Services:** We are continually developing online services:  
[www.kildarecoco.ie/AllServices/OnlineServices/](http://www.kildarecoco.ie/AllServices/OnlineServices/)

**Contacting your local Councillors** To contact your local Councillor on an issue  
[www.kildarecoco.ie/YourCouncil/YourElectedCouncil/](http://www.kildarecoco.ie/YourCouncil/YourElectedCouncil/)

## 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 to correspondence within 15 working days, unless different statutory processes apply.
- We will provide you with a contact name, telephone number, email or postal address, if you need to contact us again.
- We will use out of office email functions to provide another contact point when we are unavailable.

### When you contact us by telephone.

- We aim to answer all calls promptly.
- We will give you our name, identify our area of work, and provide you with the information that you need.
- If we cannot deal with your query immediately, we will find the information you need and call you back promptly.
- If your call needs to be transferred to another area, we will tell you the name of the business area and offer to transfer your call or provide you with a direct dial number.
- If staff are out of the office, we will transfer our phones or provide a voice mail service.
- For certain service areas our Customer Service Team may log a case on our Customer Relation Management System (CRM) to ensure your service request is recorded and followed up.

### Services in Irish or other languages

We will make every effort to facilitate persons who wish to conduct their business through Irish including access to an Irish speaker, where possible, as well as providing application forms and documents in Irish, where required. Our Customer Contact Portal is available in Irish and accessible via the Contact Us button [on our website](#).

We have a limited number of in-house other language speakers. Depending on the language, we may require more time if we need to use third parties to translate.

## Managing Complaints and Feedback

Your feedback is important to us in developing our services. If you have a complaint or feedback about a service or about accessibility, please use the methods below.

Email us at [complaints@kildarecoco.ie](mailto:complaints@kildarecoco.ie)

### Complete our online complaint form:

[www.kildarecoco.ie/YourCouncil/CustomerService/](http://www.kildarecoco.ie/YourCouncil/CustomerService/)

Complete a comment card or complaint form at our offices.

Call us: 045 980 200, and we will assist you.

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

### Our Commitment.

**Stage 1 - Frontline resolution:** Your complaint will be dealt with by the section who delivered the service.

**Our response should issue within 10 working days.** If there is a delay, this should be explained to you, along with informing you when a reply will issue.

### Stage 2 - Formal Complaint/Review:

If unhappy with the outcome at Frontline resolution stage, you can seek a review in writing. A response should issue **within 25 working days** (where this takes longer, you will be notified).

Please include your reply from Stage 1 when seeking a review.

**Office of the Ombudsman:** If unhappy with your experience, you can further appeal to the Ombudsman.

- Click the 'Make A Complaint' link at [www.ombudsman.ie](http://www.ombudsman.ie)
- Write to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02W773
- Call 01 639 5600 for queries or help making your complaint.

For more information on complaint procedures [check our website](#) or ask for a copy at our Customer Counters.

## Customer Responsibilities

Help make our services better for all, we ask you to

- Attend appointments on time and contact us if you can't attend.
- Have information and forms ready, fully completed.
- Treat our staff with courtesy and respect and respect the privacy of other customers.
- Treat all facilities with respect.
- Be patient with staff at busy/peak times.
- Notify us of changes to your circumstances (where relevant) or to your contact details.
- Adhere to public health advice.

Our [Customer Code of Conduct is available online](#). If we consider your behaviour to be unacceptable, we will tell you why and ask you to change it. If this behaviour continues, we will take action to put limits on your contact with our facilities and services. In cases where customers refuse to leave our offices, when requested, the Council may contact An Garda Síochána.

### We will monitor and improve our customer service.

- Report on performance in our [Annual Report and Annual Service Delivery Plan](#).
- Publish performance indicator data [on our website](#)
- Publish updates on customer service developments in our [Chief Executive Report](#)
- Innovate to offer [more online services](#).
- Improve our service through online service reporting tools for managers.
- Provide staff training to ensure quality service delivery.

## Privacy and Data Protection

We take protection of personal data seriously. View our Privacy Statements [here](#).

Our Data Protection Officer can be contacted at

Phone 045 980 200

E-mail [dataprotection@kildarecoco.ie](mailto:dataprotection@kildarecoco.ie)

Customer Charter Date: 7 February 2023