



# Kildare County Council

## Citizen Charter 2015-2019

Our commitment to you to deliver a quality service in an effective and caring manner

### Courtesy and Consideration

You are entitled to be served:

- Promptly and in a courteous manner
- With due regard to privacy and confidentiality
- By friendly and helpful staff.

We undertake to:

- Deal with you in a fair and open manner
- Explain the process whereby a decision was reached
- Operate a complaints procedure for customers dissatisfied with the quality of service received.

### Our Performance

We undertake to:

- Monitor and evaluate our performance
- Examine the development and delivery of our services in order to meet your needs
- Provide ongoing staff training and development to ensure a quality service delivery.

### Our Service through Languages

We endeavour to:

- Accommodate those who wish to conduct their business through the medium of Irish and perhaps other languages where possible.

### Access

We endeavour to:

- Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and facilitate access for people with disabilities and special needs.

### When a Quality Services is Not Achieved

You can notify the Customer Care Unit, Kildare County Council, Áras Chill Dara, Devoy Park, Naas, Co. Kildare in writing, by telephone (045 908200), by email [customercare@kildarecoco.ie](mailto:customercare@kildarecoco.ie) or by filling in our online comment form. If you have difficulty in doing any of the above then please contact us and we will assist you.

### Process for Handling Complaints

1. If after contacting the Customer Care Unit, you are not happy with the council's reply then you can proceed to making a formal complaint.
2. To make a formal complaint in writing, you can use our online Customer Complaint Form or fill in a Customer Complaint Form and submit it (by post or email) to Kildare County Council, Customer Service, Aras Chill Dara, Devoy Park, Naas, Co. Kildare/

[customercare@kildarecoco.ie](mailto:customercare@kildarecoco.ie). The Customer Complaint Form details the level of information required in order for the council to deal with your complaint. All formal complaints must be in writing. In the case of customers with a vision impairment a member of the council's Customer Care Team is available to assist the complainant to complete a Customer Complaint Form based on details given over the phone, in person or by email.

Kildare County Council will confirm that we have received your complaint within three working days. Your complaint will then be forwarded to the department concerned and you will normally be sent a full written reply within four weeks.

If for any reason a longer period is required to investigate your complaint, you will be informed of the reason and the extended deadline for reply.

3. If you are not happy with the reply then you can appeal in writing to the council's Customer Care Officer. Your appeal will be acknowledged within three working days and you will normally receive a full written reply within four weeks. Your appeal will be considered by senior staff from outside of the department originally involved in the complaint.

If, for any reason, a longer investigation period is required, you will be informed of the reason and the extended deadline for reply.

4. If you are still not satisfied with the council's reply then you can contact the Office of the Ombudsman (contact information listed below). The Office of the Ombudsman investigates complaints about the administrative actions of Government Departments, the Health Service Executive, local authorities and An Post.

The Office of the Ombudsman is open between 09.15 and 17.30 Monday to Thursday and 09.15 to 17.15 on Friday.

**Address:** 18 Lower Leeson Street, Dublin 2

**Phone:** + 353 1639 5600

**Lo-call:** 1890 223030

**Fax:** + 353 1 6395674

**Email:**

[ombudsman@ombudsman.irlgov.ie](mailto:ombudsman@ombudsman.irlgov.ie)

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

### **Process for Handling Compliments**

If you feel you have received a great service from Kildare County Council, or you wish to thank a member of staff for their assistance, please do not hesitate to let us know as we would be delighted to hear from you. You can do this by emailing our Customer Care Unit [customercare@kildarecoco.ie](mailto:customercare@kildarecoco.ie) or drop a line to the Customer Care Officer, Kildare County Council, Áras Chill Dara, Devoy Park, Naas, Co. Kildare. The compliment will be forwarded to the relevant section or person.

## **Customer Code of Conduct**

Kildare County Council aims to provide a high quality service, in a safe and secure environment. In order to achieve this we would ask our customers to note that the following behaviour is not accepted in any of our facilities:

- Behaviour which is disruptive and interferes with the use of the facility by others
- Harassment of staff or members of the public by use of offensive or inappropriate language.
- Use of violence or threat of violence towards staff and/or members of the public
- Malicious damage to and/or theft of Kildare County Council property
- Personal property being left unattended while using Kildare County Council facilities
- Smoking is prohibited within all Kildare County Council public offices and buildings
- The use of alcohol and illicit drugs is prohibited while using Kildare County Council premises.

Please also:

- Refrain from using mobile phones while transacting council business
- Ensure that children are supervised at all times while using Kildare County Council facilities.

It is your responsibility as a customer of Kildare County Council to treat employees of the council in a professional, courteous and civil manner at all times as our employees have a right to expect the same entitlements from you that you expect from them.