



Kildare County Council 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.

Failure to comply with the Code of Conduct may result in a withdrawal of services, which while regrettable may be necessary.

Therefore, please help us to encourage the responsible and considerate use of Kildare County Council facilities by observing the Code of Conduct.

Thank you for your co-operation from all the staff of Kildare County Council.