



COMHAIRLE CONTAE
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CARLOW COUNTY COUNCIL

Carlow County Council Customer Service Complaints Form

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OUR COMMITMENT TO QUALITY CUSTOMER SERVICE

Carlow County Council is committed to providing the highest standard of customer service. The standards of service which you can expect are set out in our Customer Service Action Plan.

We work hard to maintain and improve the standard of service we provide and to keep errors to a minimum. However, we recognise that mistakes or delays will occasionally occur.

If you are not satisfied with the quality of service you received, you should let us know so that we can work on improving this. We welcome your feedback and will deal with your complaints in confidence. We see any complaint as an opportunity to improve our service.

What is a complaint?

A complaint exists where a person feels that the manner in which they were dealt with by Carlow County Council was not in accordance with good administrative practice.

WHAT ISSUES ARE COVERED?

This complaints procedure concerns complaints about issues such as delays, mistakes, poor customer service – instances where you did not receive the quality of service you feel you are entitled to.

WHAT ISSUES ARE NOT COVERED?

There are separate procedures in place in respect of Freedom of Information and Data Subject Access requests.

YOUR PRIVACY

Persons making a complaint should indicate if they wish for their issue to be dealt with in confidence. Suitable arrangements will be made for any person wishing to speak in person to Corporate Affairs. Our privacy statement is available to view at

<https://www.carlow.ie/privacy/>

HOW DO I MAKE A COMPLAINT?

If you are not satisfied with a service provided by Carlow County Council or feel improvements could be made, you should immediately contact the staff involved either orally or in writing (including email). The staff concerned will endeavor to resolve your complaint without delay.

If your complaint cannot be resolved by our staff, or if you are unhappy with the response you received, you should contact the Senior Executive Officer, Corporate Affairs, who will arrange for your complaint to be investigated.

If you would be happy for us to contact you by phone – this may help us to resolve the matter more quickly. If your complaint is complicated, you may find it best to put it in writing so that none of the details are overlooked. Remember to send us all relevant documentation or correspondence that you may have.

Send your complaint in writing or complete the enclosed complaint form and return it by leaving it in reception or by post to:

Senior Executive Officer, Corporate Affairs, Carlow County Council, County Hall,
Athy Road, Carlow.

You can also forward your complaint by email: corporate@carlowcoco.ie

OUR STANDARDS FOR DEALING WITH COMPLAINTS

- We will treat your complaint properly, fairly and impartially.
- We promise that making a complaint will have no implication for your dealings and contacts with the Carlow Local Authorities.

- An officer of the Carlow Local Authorities other than those involved in the original decision or action will carefully examine your complaint if you are not satisfied with the outcome of your engagement with the staff with whom you dealt with originally.
- Correspondence about your complaint will be filed separately from other information held about you in the Carlow Local Authorities.
- In general, we will examine and review your complaint and send a reply to you within 15 working days of receipt of your complaint. Where it is not possible to meet this target, we will inform you and continue to do so until the matter is resolved.
- We will apologise for any mistake, explain what happened and put it right wherever possible.
- We will change our procedures to ensure that we do better in future.

WHAT WILL IT COST?

There is no charge for making a complaint and we will not charge you for dealing with your complaint.

CAN I INVOLVE THE OMBUDSMAN?

We hope that we will be able to resolve your complaint satisfactorily. However, if you are not satisfied with the outcome of your complaint or the manner in which it was managed, you may pursue the matter further with the Ombudsman.

The Office of the Ombudsman was set up to examine complaints from members of the public who feel that they have been unfairly treated in their dealings with bodies such as Government Departments, Local Authorities and Health Boards. The Ombudsman may be contacted at:

Address: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02W773

Email: ombudsman@ombudsman.irlgov.ie

Website: <https://www.ombudsman.ie/making-a-complaint/make-a-complaint/>

CUSTOMER SERVICE COMPLAINTS FORM

If you would like to make a complaint about any aspect of the services provided by Carlow County Council, please complete this form.

A: CONTACT DETAILS

Name:

Phone Number:

Email:

Address:

Eircode:

B: CONSENT

I hereby give consent for my personal data to be processed in relation to dealing with this complaint.

Signature:

Date:

C: DETAILS OF COMPLAINT

Name of official(s) / section / service / location with whom you were dealing with:

Date of action/incident:

Have you already contacted the service area concerned in order to secure redress, if yes, please provide details:

Please state the reason for your complaint and what exactly you are dissatisfied with – please give as much information as possible, including any relevant supporting documentation.

A large, light gray rectangular area with faint horizontal lines, intended for entering text.

[Large greyed-out area for text input]

Return to:

Senior Executive Officer,
Corporate Affairs,
Carlow County Council, County Hall,
Athy Road, Carlow, R93 E7R7

or Email: corporate@carlowcoco.ie



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