

## CUSTOMER COMPLAINTS and APPEALS PROCEDURE

If you are not satisfied with the standard of service provided by Cork County Council, or are unhappy with the manner in which you were treated, please tell us.

Our Customer complaints process allows you to make a comment, suggestion or complaint to Cork County Council

Please contact our Complaints Officer for further information at:

Corporate Services Directorate  
Cork County Council  
Floor 14  
County Hall  
Carrigrohane Road  
Cork  
T12 R2NC



or email: [customercare@corkcoco.ie](mailto:customercare@corkcoco.ie)

### Complaints Procedure

All official Complaints must be made in writing or online. Staff will provide assistance to the person making the complaint, with the assurance that their complaint will be treated sensitively and confidentially as far as possible.

When you make a complaint, you will receive an acknowledgement within 5 working days. The Complaints Officer will review all files on the matter and issue his/her decision where possible within 15 working days of receipt of the complaint. Where we are unable to process a decision within this time you will be promptly informed of the expected date of the final decision.

If you are not satisfied with the way your complaint was handled you can appeal the decision of the Complaints Officer and lodge an appeal which will be dealt with by a senior member of staff of Cork County Council who will have full responsibility for reviewing all appeals. Contact details are the same as above. The appeal process will be completed within 15 working days of receipt of the appeal.

Please note that the Council's official complaints and appeals procedure does not affect your right to have your complaint reviewed by the Office of the Ombudsman at any stage and can be contacted at:

#### Office of the Ombudsman

18, Lower Leeson Street,  
Dublin 2.

Tel: 01 6395600

LoCall: 1890223030

Email: [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)

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



### OUR WEBSITE

Our website is easy to navigate and simplified while offering a good quality and cost effective customer service. It provides relevant and easily accessible information

**"Your Council"** is an online portal for customers to engage and interact with Cork County Council. It allows members of the public to access a range of online services with more being added continuously. The online portal is available on the website at [www.corkcoco.ie](http://www.corkcoco.ie) by clicking on the **"Your Council"** tab, where there is a wide range of instructional material or alternatively you can visit the portal directly at [yourcouncil.ie](http://yourcouncil.ie)



Cork  
County Council  
Comhairle Contae Chorcaí



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## CORK COUNTY COUNCIL CUSTOMER SERVICE STRATEGY



to foster a **culture of excellence**  
in delivering Customer Services

June 2018

# Quality Customer Service Strategy



## Our **OBJECTIVE**

“to promote excellence in service provision which is responsive to the needs and expectations of our citizens”

## Our **STRATEGIES**

- » Make it clear to all our Customers what level of service you can expect from Cork County Council and our staff
- » Use the resources we have effectively, to deliver the best standard of services we can, based on our customer needs
- » Learn from situations when a service is not consistent or does not operate as well as we would like
- » Let our Customers know if we are consistent in maintaining high standards by actively seeking Customer feedback and reviewing our performance against recognised standards
- » Developing and investing in well trained and motivated customer focused staff
- » Our Customer Services Strategy is available on [www.corkcoco.ie](http://www.corkcoco.ie), or by contacting [corporate.affairs@corkcoco.ie](mailto:corporate.affairs@corkcoco.ie).

## CUSTOMER CHARTER

### What we **PROMISE TO YOU**

**P**rovide a friendly and helpful service in a fair and open manner

**R**espect the confidentiality of our customers and their information

**O**ur customers will be provided with clear and accurate information

**M**embers of staff who can specifically deal with your query will be assigned to do so

**I**mpartial and prompt responses will be provided to all customer queries

**S**ervice excellence with you the customer in mind is the goal of our Council

**E**ndeavour to accommodate customers who wish to conduct their business through Irish

### Written **CORRESPONDENCE** and **EMAIL**

- » For letters that require an acknowledgement we aim to do so within 5 working days of receipt.
- » We will give you the name and contact details of the staff member dealing with your query
- » We will endeavour to issue a response within 15 working days
- » Email correspondence can be made through [yourcouncil.ie](http://yourcouncil.ie) - [Ask a Question Form](#)

### **SERVICE IN IRISH**

We will aim to accommodate our customers who wish to conduct their business through Irish

### **INFORMATION**

We will aim to provide information that is clear, timely and accurate at all our service locations. We will meet the requirements of people with specific needs where possible

### **CHOICE**

We will aim to provide choice, where feasible, in payment methods, location of contact points, opening hours and delivery times

### **CONSULTATION** and **EVALUATION**

Cork County Council is committed to consulting with its customers and to evaluating its services and welcomes feedback

### **COMPLAINTS/QUERIES**

We will deal with complaints/queries openly and fairly

### **OUR PERFORMANCE**

We will evaluate our performance against the commitments in this Charter and continue to review our Customer Services

