



## Access to Information and **Data Protection**

### What customers can expect

- » You can access your details on request
- » Receive the required information not later than one month from the date of your request
- » Have your data stored safely

### What the Council commits to

- » We will store and protect your privacy as required by law

### Help us to help you

- » Familiarise yourself with our policy on the treatment of personal data



Cork  
County Council  
Comhairle Contae Chorcaí



www.corkcoco.ie

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## CORK COUNTY COUNCIL **COMMITMENT TO CITIZENS**



June 2018

## Our Vision



“A county that is prosperous, caring and proud, where the wellbeing of citizens and communities is at the core of everything we do and where our natural resources are respected and valued”

## Our Objective



- » Customer Service
- » Consultation, Feedback, Innovation
- » Complaints, Comments
- » Access to Information and Data Protection

## Our Promise



- » Provide a friendly and helpful service in a fair and open manner
- » Respect the confidentiality of our customers and their information
- » Our customers will be provided with clear and accurate information
- » Members of staff who can specifically deal with your query will be assigned to do so
- » Impartial and prompt responses will be provided to all customer queries
- » Service excellence with you the customer in mind is the goal of our Council
- » Endeavour to accommodate customers who wish to conduct their business through Irish

## Customer Service

### What Customers can expect

- » Be treated equally and with courtesy
- » Have easy access if you have a disability
- » Communicate with the Council through your preferred method
- » Speak Irish if you wish to do so

### What the Council commits to

- » We will ensure adherence to equality legislation
- » We will provide you with clean, safe and easily accessible offices
- » We will communicate with you using methods such as website, social media, customer portal, public meetings etc
- » We will conduct business in Irish if you so wish

### Help us to help you

- » Provide accurate and comprehensive information and quote reference numbers in all communications
- » Afford us the same level of respect and courtesy
- » Give us feedback and suggestions on how our services might be improved

## Comments/Complaints

- » We endeavour to provide the best possible level of service to you
- » 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
- » We will deal with your complaint in a timely courteous and helpful manner
- » We aim to respond to your complaint/comment within 15 working days
- » If an error occurs, we will apologise if warranted, provide an explanation and rectify the matter where possible
- » We encourage you to submit comments or suggestions as to how we can improve our services

