Cavan

Comhairle Contae an Chabháin
Cavan County Council

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Customer Charter
Cairt do Chustaiméirí

Customer Service Charter

Introduction

The thrust of this Customer Service Charter is for the achievement of an excellent service by Cavan County Council for all its customers, building on the good service that is presently provided.

It is important that we as a Local Authority continue with an on-going improvement programme to meet the challenges facing our County in economic and social development. Cavan County Council complies with Equal Opportunities and Disability legislation.

Our aim is that Cavan County Council has the right staff, structuring and organisation to deliver the right policies and services and at the same time ensuring that our service operates as efficiently and effectively as possible.

By engaging with our customers we can explore our customer's needs, and evaluate on our service performance.

Our commitment is that this Customer Service Charter will provide and improve the quality of services delivered to our customers/citizens.

Our customers

Given the diversity of its activities Cavan County Council undertakes, it has a wide range of customers, including individual members of the public, elected representatives, other local authorities, central government, private businesses and community groups.

Our commitment to you

Cavan County Council aims to provide you with a prompt and professional service.
We aim to achieve this by:

- Giving you the best possible service and providing helpful advice
- Treating everyone properly, fairly, impartially and courteously
- Giving you the name of the section when you have telephoned.
- Responding to your questions immediately. If this is not possible we promise to take your details and tell you when you can expect to hear from us again.

Customer Code of Conduct- What We Expect From You

Cavan County Council aims to provide high quality service, in a safe and secure environment. In order to achieve this, we ask our customers to note that the following behaviour will not be accepted. This Customer Conduct Code of Conduct has been established for members of the public who avail of the facilities and services provided by Cavan County Council.

Please note that the following behaviours **will not be accepted** in any of our facilities:

- Behaviour that is disruptive and interferes with the use and enjoyment of the facility by others.
- Harassment of staff or members of the public by use of abusive, offensive, threatening, racist 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 Cavan County Council property
- Photography and filming within Cavan County Council facilities is prohibited
- Personal property being left unattended while using Cavan County Council facilities

- Smoking and vaping are prohibited within all Cavan County Council public offices and buildings
- The use of alcohol and illicit drugs is prohibited while using Cavan County Council premises
- Littering of Cavan County Council facilities is prohibited and may result in fines
- Refrain from using mobile phones while transacting council business
- Ensure that children are supervised at all times, while using Cavan County Council facilities.

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

CCTV may be used in some premises in order to ensure the protection of staff, customers and members of the public.

Failure to comply with this Code of Conduct may result in a withdrawal of services including ending a phone call/in-person transaction, or request that you leave our premises. Customers who refuse to leave our premises may be referred to An Garda Síochana. While regrettable, the above action(s) may be necessary.

Help us to help you

To facilitate the staff of Cavan County Council to deliver on the commitments given in the Customer Charter, the following actions on your part are helpful:

- If you require specific assistance, please tell a staff member.
- Complete all application forms carefully.
- Quote reference numbers where possible.
- Provide accurate and comprehensive information to enable your request to be dealt with effectively and efficiently.
- Respond promptly to requests for further information or supporting information.
- Keep appointments or if unable to do so advise relevant Council staff in advance. Failure to attend appointments on time may result in the cancellation of the appointment.

We welcome and encourage you to provide us with your views on our delivery of services to you.

Contact by telephone: 049 437 8300

If you contact us by telephone we will:

- Aim to answer your call promptly
- Answer your calls politely and courteously
- Give you the name of the section you have contacted
- Give you the name of the person you are speaking to
- Respond to your questions quickly. If this is not possible we promise to take your details and inform you when you can expect to hear from us again.
- If absent from the office, aim to have calls answered by, or automatically transferred to, another member of staff where possible.
- If your call needs transferring to another section, tell you why and give you the department name and number before transferring you.

Contacting us by letter or email:

- Please write to us at the following postal address or by email. If possible, please address all written enquiries to the particular section you wish to contact.

  Cavan County Council,
  Courthouse,
  Farnham Street,
  Cavan,
  H12 R6V2
  Email: info@cavancoco.ie / eolas@cavancoco.ie

- On receipt, your correspondence will be forwarded to the relevant section
- Please provide a daytime telephone number or email address in your correspondence if available.
- Please give your details to the person who is dealing with your call if requested.
- Please treat our staff courteously.

Please note: Due to the nature and range of our activities and the number of calls received by the council, anonymous or repetitive calls, or correspondence will not be responded to or

treated in the same way or with the same priority as other correspondence.

If you write to us or e-mail us we will:

- Aim to respond to your query within 30 working days. If this cannot be done we will contact you by email, letter or phone and explain why and tell you when you can expect a full reply.
- If a section within the Council receives correspondence that relates to a matter not dealt with by that section, it will be forwarded to the appropriate section who, on receipt will respond to your query within 30 working days. If that section cannot do so, they will contact you by email, letter or phone and explain why and tell you when you can expect a full reply.
- Aim to respond in a manner that is clear and helpful.
- Ensure that letters responding to your query carry a contact name, telephone number and reference where appropriate.

Visiting Our Offices

Although Cavan Town is the location of the County Council's main administrative centre, Cavan County Council also has three Municipal District Offices in the County. You can find out which office can deal with your particular matter by phoning Cavan County Council on 049 437 8300.

Cavan County Council's Customer Service Desk is located in Cavan Town at the following address:

- **Cavan County Council,**
  Customer Service Desk,
  Ground Floor,
  Johnston Central Library Building,
  Farnham Street,
  Cavan,
  H12 A3T1.
  Phone number: 049 4378300
  Email: info@cavancoco.ie / eolas@cavancoco.ie

Our three Municipal District Offices are located as follows:

- **Cavan Belturbet Municipal District Office,**
  Church Street,
  Ballyconnell,
  Co Cavan,
  H14 N471.
  Phone number: 049 9526121
  Email: info@cavancoco.ie / eolas@cavancoco.ie

- **Bailieborough Cootehill Municipal District Office,**
  The Court House,
  Market Street,
  Cootehill,
  Co Cavan,
  H16 CX45.
  Phone number: 049 4378490
  Email: info@cavancoco.ie / eolas@cavancoco.ie

- **Ballyjamesduff Municipal District Office,**
  The Court House,
  Main Street,
  Virginia,
  Co Cavan,
  A82 F8C8.
  Phone number: 049 8547013
  Email: info@cavancoco.ie / eolas@cavancoco.ie

If you call to our County Council offices we will:

- Keep waiting times to a minimum. If no appointment has been made prior to your visit, the person you wish to speak to may not always be available. In this instance, someone else will try and assist you. If no-one else can provide you with the information you need your details will be recorded and the relevant person will contact you as soon as possible
- Deal with you politely and fairly

- Aim to provide a private meeting room to discuss your query
- Aim to answer your questions fully or provide you with the information you require
- Ensure that every effort is made to provide access to our offices for people with disabilities and where this is not possible, to arrange to meet at an accessible location.

Visiting you at your home or work:

If a County Council employee has to visit you at your home or place of business they will:

- *Visit you during normal working hours.
- Where possible, make an appointment to meet with you at a time that is convenient for you.
- Carry identification cards that will be shown to you without request.
- Give you their name and the section they work for.
- Where available, leave you a business card if requested
- Be courteous and polite and expect to be treated in a similar manner.

(* Occasionally unannounced, out of hours visits may be necessary – identification will always be shown to you in these instances).

Seirbhís Trí Ghaeilge/Teangacha Eile

Más mian leat labhairt le duine éigin í nGaeilge, déanfaimid

- Iarracht a dhéanamh sochrú a dhéanamh duine éigin labhairt leat í nGaeilge.
- Más rud é nach féidir linn sochrú a dhéanamh duine éigin labhairt leat í nGaeilge, láithreach, breacfaimid síos do shonraí/sonraí, agus déanfaimid iarracht duine éigin a labhraionn Gaeilge teangmháil a dhéanamh leat.

Service in Irish

If you wish to speak to someone in Irish we will:

- Make every effort to have someone to speak with you in Irish.
- Where it is not possible to immediately arrange for someone to speak with you in Irish, we will record your details and make efforts for someone who does speak Irish to contact you.

Cavan County Council plan to do our best to accommodate you if you want to correspond with us through Irish:

- if you write to us in Irish, we will answer in Irish
- we will publish our most important corporate documents, such as our Annual Report and Customer Service Action Plan, in both Irish and English, and
- we will put as much Irish language material as possible on our website www.cavancoco.ie
- we will carry out a survey to determine existing language skills within the organisation to establish future training needs.

We plan to meet our commitments under the Official Languages Act 2003 amended.

Cavan County Council Application Forms

In order to gather all the information required to provide you with an effective service, Cavan County Council may require application forms to be filled in. In instances where forms are produced by Cavan County Council we will:

- Aim to design forms in a clear and uncomplicated way.
- Only request information that is relevant to the application being made
- Provide all forms in hard and electronic formats
- Ensure that the information supplied by you will only be used for the purpose for which it is given.
- If requested, assist persons in filling in forms at our offices when asked to do so.

Please note: Some forms provided by Cavan County Council are produced by other agencies or organisations and may therefore vary in format and style.

Your opinion of our service to you

Cavan County Council is committed to providing you with an effective service through a process of evaluation. You can help by:

- Write to Cavan County Council with your comments about our service or how we have provided that service to you. Cavan County Council, Courthouse, Farnham Street, Cavan, H12 V2P2)
- E-mail your comments to cro@cavancoco.ie

Complaints/Appeals

It is the intention of Cavan County Council to reduce the potential for customer dissatisfaction by delivering high quality services. However, it is recognised that complaints may arise due to the manner in which queries are dealt with. All types of customer feedback including complaints are very useful in helping to improve the quality of services. A customer complaints procedure has been put in place which aims to ensure that complaints are dealt with in a consistent, confidential, impartial and transparent manner.

Where a complainant is made to the local authority every effort will be made to resolve the problem as soon as possible at the first area of contact.

Customer Complaints Procedure

Address: Customer Relations Officer, Cavan County Council, Courthouse, Farnham Street, Cavan, H12 V2P2.

Where a complaint cannot be resolved at this level you will be able then to make a formal complaint. A formal complaint should be directed to the address shown above.

- A Customer Service Query form to facilitate making a formal complaint will be made available in all our public offices on our website https://www.cavancoco.ie/your-council/customer-care/customer-service-queries/ and in appendix 1 at the end of this booklet.
- All formal complaints must be submitted in writing or by email to cro@cavancoco.ie
- An acknowledgement letter/email confirming receipt of your complaint will be issued within 5 days of its receipt
- The Customer Relations Officer will review all files on the matter and issue a response where possible within 4 weeks of receipt of the complaint.
- Where a mistake has been made, an apology and explanation will be offered and every effort will be made to rectify the matter

- Where a complaint indicates that the procedures of Cavan County Council are deficient, every effort will be made to remedy the situation as quickly as possible
- The type, nature and number of complaints received will be collated and analysed.

If you are not satisfied with the outcome of the decision on your formal complaint by the Customer Relations Officer you are entitled to complain to the Ombudsman (see contact details below). However, the Ombudsman will normally expect you to have made a complaint to Cavan County Council first. The Ombudsman is completely independent of the Government, and the service is free.

You can make a complaint to the Ombudsman by the following means:

- In writing to: 6 Earlsfort Terrace, Dublin 2, D02 W773.
- Online at: https://www.ombudsman.ie/making-a-complaint/make-a-complaint/

If you have a query phone: 01 639 5600.

The Office of the Ombudsman is open Monday to Friday between 9.15am and 5.00pm.

Appendix 1

Cavan County Council Service Query Form

Cavan County Council are committed to providing an efficient and courteous service to all our customers.

If you are dissatisfied with the quality of service you received, please complete and return this form to the Customer Relations Officer, Cavan County Council, Courthouse, Farnham Street, Cavan, H12 R6V2. Your complaint will be dealt with in accordance with the complaints and appeals procedure adopted by Cavan County Council.

[Please write in block print]

Name:

Address:

Telephone No:

E-Mail Address (Optional)

Please give details of your complaint:

Section/Division:

Date of Complaint:

PPS No (Optional):

Nature of Complaint:

Details:

Signed:

Date:

Official Use only

Date Complaint Received:

Referred to/Date:

Reference Number:

Date Acknowledged:

Date Decision Issued:

Appeal Received:

Appeal Decision:

Directorate: