



Comhairle Chontae An Longfoirt  
Longford County Council

## Customer Services Charter





# Customer Services Charter

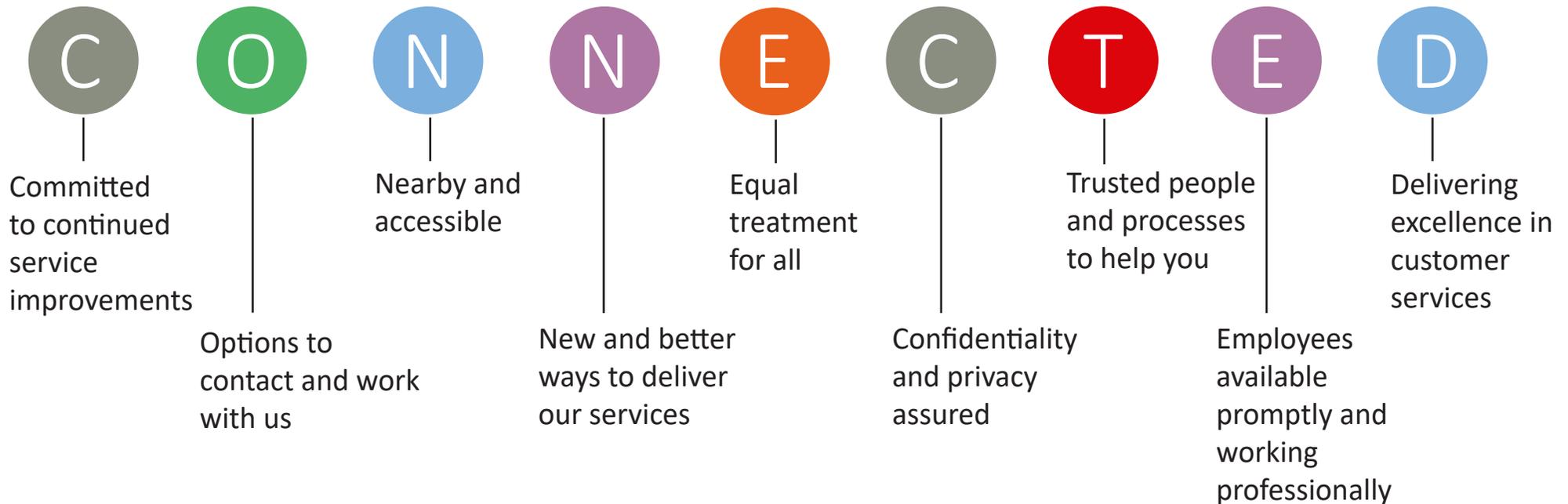
This Customer Services Charter contains information on what our citizens, customers and elected representatives can expect from our service delivery.

Our Corporate Plan 2019-2024 sets out Longford County Council's commitment to harnessing the unique strengths of our communities throughout our county to make County Longford a safe, vibrant and prosperous place to be. As a public service provider, we value quality customer service in every area of our work and for everyone who uses our services.

We have created this Customer Services Charter so that you are clear on the standards of service you can expect from us. We will continuously monitor and improve our service for you and all our customers.

# Customer Services Charter

Central to our Customer Services Charter is our aim to stay **connected** with all of our customers



# Customer Services Charter

## Our promise to you



### Service

Quality Service  
Standards

We will ensure we meet the highest standards of customer service while continuously improving what we do.



### Society

Equality and  
Diversity

We will ensure equal treatment for all in our service delivery.



### Experience

Physical and Online  
Access

We will provide clean, accessible public offices that ensure privacy, and meet occupational health and safety standards for all.

We will use new and better technologies to make our services more accessible.



### Communication

Information and  
Correspondence

We will regularly and actively review our information to make sure that it is clear, timely and accurate wherever and whenever you access it.



### Integrity

Timeliness and  
Courtesy

We will deliver our services in a prompt and polite way while respecting your privacy and confidentiality.

# Customer Services Charter

## Our promise to you



### Complaints

Reviewing and Improving

We will continuously work to ensure that you get the highest standard of service. At times, despite our best efforts, we do not always get it right. If this happens, you can let us know. More information about this is on page 6.



### Engagement

Consultation and Evaluation

We value your opinion and feedback – it helps us to improve our services. We regularly discuss our services with our customers. We do our best to make it easy for everyone to be included in these discussions.



### Monitoring

Accountability and Transparency

We will check our service delivery against our commitments and make changes when needed.



### Choice

Services through Irish  
Seirbhísí as Gaeilge

We will aim to have employees available who can help you do your business through Irish.



### Collaboration

Working in Partnerships

We will work closely with key stakeholders, for example, local community groups. Partnerships like these will help us provide a better public service.

# Customer Services Charter

## Our promise to you



### Customer feedback

All customers have the right to the same standard of quality customer service, and we want to make sure that customers get the highest standard of service.

Our customer feedback process is there for you. You can comment on our services by using our Customer Comment Form. The Customer Comment Form is available on our website at [longfordcoco.ie](http://longfordcoco.ie).



### Response times

We will **respond** to all contact in the following ways:

- **Phone calls:** answered without delay during office opening hours (9am-12pm and 2pm-5pm)
- **Voicemail messages:** normally answered within 24 hours, during office hours
- **Email:** normally answered within 24 hours
- **Letters and other written documents:** replied to within 5 working days. We will provide contact details for the employee handling your query.
- **Social media direct messages:** replied to within 5 working days

After you receive our first response, we will then reply to your query within 10 working days or within the length of time required by law.



### How you can help us

We want to make sure our customer service is consistent and effective. You can help us by:

- Providing feedback to enable us improve our customer service
- Giving accurate information in your dealings with us
- Treating our employees politely and with respect
- Arriving on time for appointments

# Customer Services Charter

## Our promise to you



### Customer Complaints and Appeals

We will continuously work to ensure we meet the highest standards of customer service. At times, despite our best efforts, we do not always get it right. If you are not satisfied with the quality of our service, please let us know.

#### **How do I make a formal complaint?**

Use our Customer Complaints Form to make a complaint. This is available on [longfordcoco.ie](http://longfordcoco.ie) or from our Customer Services Desk.

- We will acknowledge all official complaints within 5 working days
- We will send your complaint to the relevant Customer Services Manager
- You will receive a response no more than 15 working days after we receive your complaint
- If it is not possible to give you a decision within 15 working days, we will let you know when we expect to give you a response

#### **What can I do if I am not satisfied with the response?**

If you are not satisfied with the way your complaint was handled, you can appeal to the Customer Services Manager in Corporate Services. We will respond to your appeal in no more than 15 working days, after we receive it.

Making an official complaint to us does not affect your right to have your complaint reviewed by the Office of the Ombudsman.

You can contact the Ombudsman at:

**Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2 D02 W773 | Ph: + 353 1 639 5600 | [ombudsman.ie](http://ombudsman.ie)**

# Customer Services Charter

Our promise to you



## Service Email Addresses

<b>Community</b>	<b>community@longfordcoco.ie</b>	Adaptation Grants	housinggrants@longfordcoco.ie
Corporate Services	corporateservices@longfordcoco.ie	Homeless Liaison	homeless@longfordcoco.ie
Council Meetings	meetingsadministrator@longfordcoco.ie	Rents and Reviews	rents@longfordcoco.ie
Customer Services	customerservices@longfordcoco.ie	<b>Human Resources</b>	<b>humanresources@longfordcoco.ie</b>
Data Protection	dpo@longfordcoco.ie	<b>Information Technology</b>	<b>itsection@longfordcoco.ie</b>
Media Enquiries	mediaenquiries@longfordcoco.ie	<b>Library and Cultural</b>	<b>library@longfordcoco.ie</b>
Voters Registration	franchise@longfordcoco.ie	<b>Local Enterprise Office</b>	<b>info@leo.longfordcoco.ie</b>
<b>Environment</b>	<b>environment@longfordcoco.ie</b>	<b>Regeneration</b>	<b>regeneration@longfordcoco.ie</b>
Complaints	environmental.complaints@longfordcoco.ie	<b>Roads</b>	<b>roads@longfordcoco.ie</b>
Litter Reports	litter@longfordcoco.ie	<b>Planning</b>	<b>planning@longfordcoco.ie</b>
<b>Finance</b>	<b>finance@longfordcoco.ie</b>	<b>Water</b>	<b>via water.ie</b>
Motor Tax	motortax@longfordcoco.ie		
<b>Fire Service</b>	<b>firestation@longfordcoco.ie</b>		
<b>Housing</b>	<b>housingofficer@longfordcoco.ie</b>		

# Notes



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