



Customer Services Charter

Comhairle Chontae An Longfoirt | Longford County Council

Customer Services Charter

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

Longford County Council is committed 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.

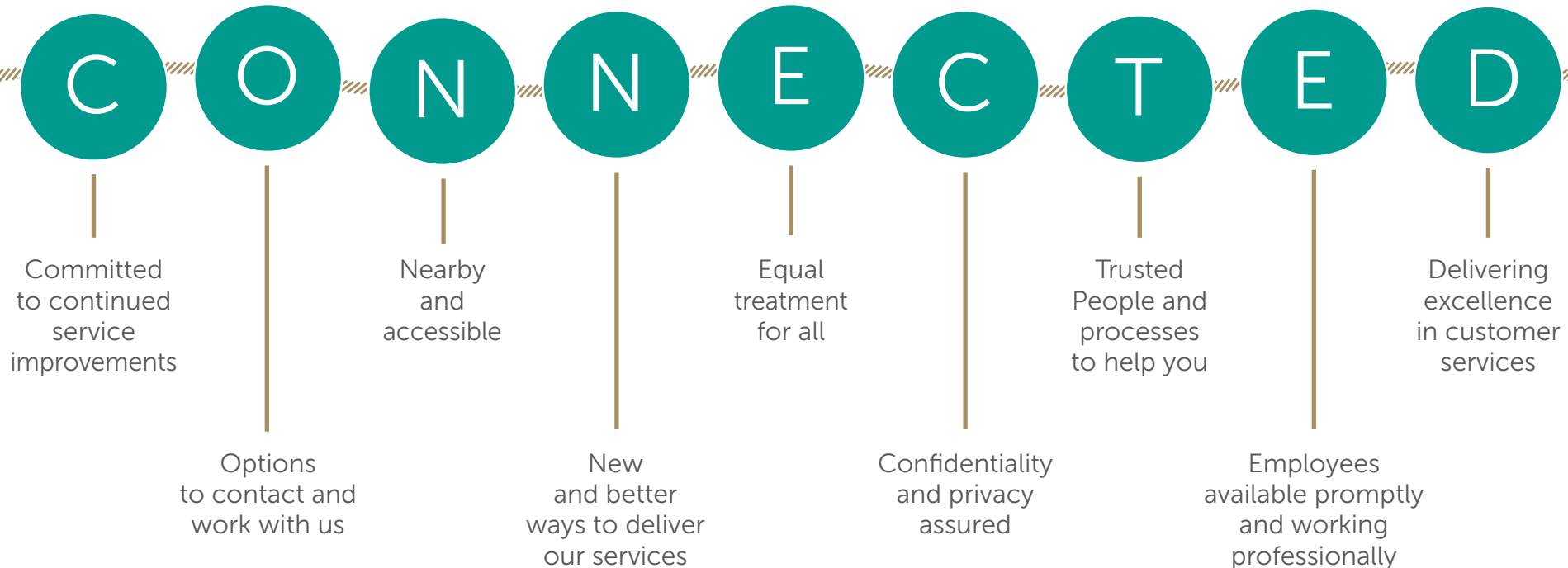


This Charter covers our promises regarding:

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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	Society	Experience	Communication	Integrity	Data Protection
Quality Service Standards We will ensure we meet the highest standards of customer service while continuously improving what we do.	Equality and Diversity We will ensure equal treatment for all in our service delivery.	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.	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.	Timeliness and Courtesy We will deliver our services in a prompt and polite way while respecting your confidentiality.	Protect We will commit to the privacy and security of your personal information. We will process your personal information in a safe, secure, and compliant manner.

Customer Services Charter: Our promise to you



Complaints	Engagement	Monitoring	Choice	Collaboration
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 7.	Consultation and Evaluation We value your opinion and feedback – it helps us to improve our services. We regularly discuss our services with the public. We do our best to make it easy for everyone to be included in these discussions.	Accountability and Transparency We will check our service delivery against our commitments and make changes when needed.	Services through Irish/Seirbhísí trí Ghaeilge We will aim to have employees available who can help you do your business through Irish.	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 Feedback Form.

This Form is available on our website at longfordcoco.ie.

Response times

We will respond to all contact in the following ways:

- **Phone calls:** answered promptly during office opening hours (9am-1pm and 2pm-5pm)
- **Voicemail messages** answered within one working day
- **Email:** normally acknowledged within one working day
- **Letters and other written documents:** acknowledged 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 acknowledgement, we will aim to reply to your query within 10 working days however there may be exceptions based on the nature of the request.

Customer Services Charter: Your promise to us

Customer Code of Conduct

Longford County Council aims to provide a high quality of 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:

- Use of violence and/or threat of violence against members of staff and/or members of the public
- Verbal and/or non-verbal intimidation and bullying
- Harassment of staff or members of the public by the use of abusive, racist, obscene or threatening language
- Malicious damage to and theft of Longford County Council property
- Personal property being left unattended while using Longford County Council's facilities
- Behaviour which is disruptive and interferes with the use and enjoyment of the facility by others
- Smoking and vaping within all Longford County Council public offices and buildings
- The use of alcohol and illicit drugs while using Longford County Council public offices and buildings
- Carrying out video and/or audio recordings or taking of photographs without the specific written authorisation of the Director of Services, Corporate Services and the inappropriate posting of same on social media
- Posting on social media of comments which are derogatory, defamatory, abusive, threatening or inappropriate. These comments will not be responded to and may result in legal proceedings or other actions as the Council deems fit being initiated against the person responsible including referral to An Garda Síochána

It is your responsibility, as a customer of Longford County Council:

- To treat employees of the Council in a professional, courteous, and civil manner at all times
- To comply with reasonable directions from Council staff
- To ensure that children are accompanied and supervised at all times
- To adhere to the requirements of the Council's Customer Code of Conduct

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

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

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Customer Complaints and Appeals

We welcome feedback and suggestions about the service you receive. If you are dissatisfied with the provision of any service, please contact the Line Manager or Section Head of that service or email to: customerservices@longfordcoco.ie

How do I make a formal complaint?

If you are not satisfied with the response you receive from a Line Manager/Section Head, you may use our Customer Services Complaints Form to make a complaint. This is available on longfordcoco.ie or from our Customer Services Desk.

- We will acknowledge all official complaints within one working day
- We will forward 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**



Longford County Council

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General office opening hours: 9am-5pm

Emergency out of hours number: 1800 211 525

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