



CODE OF CONDUCT

Kilkenny County Council aims to provide a high quality of service, in a safe and secure environment. We would ask our customers to behave respectfully. We do not expect staff or customers to be exposed to unacceptable behaviour as set out below. This Code of Conduct has been established for members of the public who use the facilities and services provided by Kilkenny County Council.

Please note that the following behaviour is **not** acceptable:

- Behaviour which is disruptive and interferes with the use and enjoyment of the facility by others or the capacity of the Council to deliver services.
- Harassment of staff, customers/members of the public by use of abusive, racist, sexist, homophobic, ageist, obscene or threatening language or behaviour against the Equal Status Acts.
- Bullying and harassment, including aggressive behaviour involving the use of violence or threat of violence towards staff, customers/members of the public.
- Inappropriate use of recording devices without due regard for the privacy rights of staff, customers and members of the public.
- Posting unacceptable comments or offensive material on social media platforms/sites about staff of the Council which refer to their role within the Council.
- Using mobile phones while transacting business in person.
- Malicious damage to our property or theft of our property.
- Use of alcohol and illicit drugs in Council's facilities.
- Smoking within our public offices and buildings.
- Personal property being left unattended whilst using our facilities.
- Failing to supervise children while using our facilities.
- Unreasonable and disruptive persistence: such as sending multiple emails, letters, phone calls, attending in person repeatedly on matters responded to, brought to finality or outside the remit of the Council.
- Unreasonable Demands: repeatedly insisting on outcomes that are unattainable.
- Abuse of complaints process for vexatious purposes, where appeals processes, for example, related to Planning or Housing assessments, have been exhausted.

WHAT HAPPENS IF YOU BEHAVE IN THIS WAY?

If we consider your behaviour to be unacceptable, we will tell you why and ask you to change it. If it might be useful, we will consider changing how we communicate with you, if this prevents this behaviour.

Depending on your behaviour, where incidents are reported, we will write to tell you why we believe your behaviour is unacceptable and what action we propose. If this behaviour shows no signs of stopping, we will put limits on your contact with our facilities/services or depending on your behaviour/circumstances may terminate contact with you.

Failure to comply with the Code of Conduct may result in a withdrawal of services, which while regrettable may be necessary. If behaviour threatens the immediate safety and welfare of Council staff or others, we may report the matter to An Garda Síochána. In such cases, we may not give warning of that action.

Please help us to ensure considerate use of Kilkenny County Council's facilities and services by observing this Code of Conduct.

Kilkenny County Council is committed to delivering the best possible service to you in an effective and caring manner. Our Customer Charter outlines how we will deliver this service. This Charter states that at all times you are entitled to be dealt with in a courteous and considerate manner and with openness and impartiality.

If you feel that the standard of service provided by Kilkenny County Council has failed to meet these requirements, you may wish to make a complaint. You may do this by completing and submitting our Complaint Form *[on the Kilkenny County Council website]*, by contacting our Customer Services Desk, any of our public offices or by e-mailing us at info@kilkennycoco.ie. Complaints should not be anonymous and should be made on the appropriate form.