



Comhairle Chontae Chill Chainnigh  
Kilkenny County Council

## COMPLAINT & APPEALS PROCEDURE

If you feel that you have been treated unfairly and not in accordance with the Customer Charter, you may wish to make a complaint. You can do so by asking for the relevant Line Manager. Our staff will make every effort to resolve your complaint at this stage. If you are not satisfied you may make a formal complaint.

### HOW DO I MAKE A FORMAL COMPLAINT?

You should address your complaint to the Complaints Officer, Corporate Affairs. Complaints should be made in writing using the Customer Complaint Form and guidelines available from all our public offices on request and on our website:

[https://www.kilkennycoco.ie/eng/your\\_council/customer\\_care\\_information/code\\_of\\_conduct.html](https://www.kilkennycoco.ie/eng/your_council/customer_care_information/code_of_conduct.html)

A complaint can also be made by e-mail to [info@kilkennycoco.ie](mailto:info@kilkennycoco.ie)

If a complaint is deemed valid it will be forwarded to the responsible person in the area to which the complaint refers.

### WHEN CAN I EXPECT A RESPONSE?

All complaints will receive a reply. We will issue an acknowledgement within five working days and a full response no later than 28 days of receipt of complaint. You will be advised if there will be any deviation from this timescale and kept informed of progress.

### WHAT CAN I DO IF I AM NOT SATISFIED WITH THE RESPONSE?

If you are dissatisfied with the response you can appeal to the Director of Services, Corporate Affairs or another designated Director of Services. An internal review will then be carried out and a final decision made within 4 working weeks.

We hope that we have been able to resolve your complaint satisfactorily.

If you still remain unhappy with our response to your complaint then you can refer it to the Office of the Ombudsman.

The Ombudsman is fair, independent and free to use. The Ombudsman will ask you for details of your complaint and a copy of our final response to your complaint.

The best way to contact the Ombudsman is by:

	Clicking on the 'Make A Complaint' link at <a href="http://www.ombudsman.ie">www.ombudsman.ie</a>
	Write to the Ombudsman at: 6 Earlsfort Terrace, Dublin 2, D02 W773
	Call the Ombudsman on 01 639 5600 if you have any queries.

**NOTE:** *The Complaints and Appeal Procedure does not apply to decisions of Kilkenny County Council where there is a statutory appeal process nor does it interfere with your rights under the Freedom of Information Act, 2014.*