



CUSTOMER CHARTER

OUR COMMITMENT TO OUR CUSTOMERS

To deliver an efficient, quality service to you in an effective and caring manner.

When dealing with customers, we will adhere to the following core values:

- Courtesy and consideration.
- Equality, openness, accountability and impartiality.
- Meaningful and open consultation and explanations on how a decision was reached.
- Provide you with clear and accurate information.
- Privacy and confidentiality (*as permitted by law*).
- Staff trained to meet the needs of all of our customers.
- Physical access to well-maintained facilities for all our customers.
- Ensure the right of equal treatment established by equality legislation.
- Social Inclusion.
- Facilitate access for people with disabilities and special needs.
- Facilitate customers who wish to conduct their business through the Irish language or sign language.
- Continuous monitoring and improvement of our services.
- Prompt responses to complaints, in line with our procedure.

CUSTOMER CODE OF CONDUCT

- Customers are expected to treat Council staff in a professional, courteous and civil manner during all dealings with them.
- Customers are expected to provide full and accurate information, quoting reference numbers if available so that we can assess and meet your needs.
- Advise us of changes in circumstances/information.

The following behaviour is not acceptable from customers/members of the public:

- 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.

Please observe the Customer Code of Conduct. Where a breach of the Code takes place, the Council may take action in order to ensure the protection of staff, customers/members of the public.

We welcome feedback and suggestions about the service you receive. If you are dissatisfied with any service, please contact the Line Manager of that service.

Kilkenny County Council have in place a Complaint Procedure for Customers dissatisfied with the quality of service received. A copy of same can be downloaded from our Website or by e-mailing us at info@kilkennycoco.ie.