

2026

Customer Care Policy and Complaints Handling Procedure

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Comhairle Cathrach Chorcaí
Cork City Council



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Revision History

CURRENT DOCUMENT VERSION		
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[2]	22nd July 2026	Annual Review of policy and update to include LGMA Complaint handling national document

REVISION APPROVAL			
Process Owner	Signature:	Print Name:	Date:
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PREVIOUS VERSIONS		
Version No.	Date	Reason for Issue
[1]	1 st May 2025	Introduction of Customer Care Policy and complaints procedure

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1.Relevant Context/Legislation

The Customer Care Policy and Complaints Handling procedure reflects Cork City Council's commitment to providing excellent public services to the people of Cork by working collaboratively with our stakeholders. A People Centric approach is a key corporate value to ensure we engage with people in a fair, courteous and timely manner as an Organisation that strives for continuous improvement.

The delivery of quality customer services is central to Cork City Council's work in public service delivery. Improving how the Council engages with its customers can be achieved through service design and delivery. Customer Satisfaction can be improved in this way and also through the carrying out of surveys.

Cork City Council has developed a Customer Charter and a Customer Code of Conduct shown in Appendices 1 and 2 of this document.

Customer care belongs to every staff member and section in the City Council's structure. There are also internal customers e.g. around support services in Finance, ICT, HR and Corporate, Community and Culture and stakeholder partners.

External customers can include general queries from members of the public around council services, end users of the services whether it is the library, planning, or parks, tenants of social housing, applicants for social housing, the community, business, and educational bodies. And there are many more as we work to create a sense of place in Cork providing a quality of life through service and infrastructure delivery.

Corporate values include the public good, trust and integrity and innovation where the City Council seek progressive and creative approaches in the services we deliver.

Our overall objective is to:

- Foster a co-ordinated and integrated approach to the delivery of public services to our customers.

- The Guiding Principles of Quality Customer Service from the Department of Public Expenditure, NDP Delivery and Reform ‘Guiding Principles of Quality Customer Service’.

(Note the Department is now renamed to Department of Public Expenditure, Infrastructure, Public Service Reform and Digitalisation).

‘Customer Communications Toolkit for Services to the Public’

- Civil Service Renewal 2030 Strategy

The Civil Service Renewal 2030 strategy provides a clear commitment to bring service users to the centre of what we do. Cork City Council, therefore, will continue to engage with the Quality Customer Service Network in particular around continuous service improvement.

- Front of House Customer Care Team

Cork City Council, following an Organisational Restructuring merged the Customer Call Centre with the public reception desk to create the Customer Care Team. This front of house team monitors customer contact, queries raised, services requested, manages visitors to council premises through the operation of a Visitor Access Policy and the Councillor portal. They create cases in the Customer Relationship Management System and can inform change and service improvement through the monitoring of customer feedback.

Related Policies
Related policies: The following policies, though non-exclusive, are particularly relevant. • Code of Conduct for Councillors and for employees of Local Authorities – Standards in Public Office Commission (2024) • Code of Conduct Related Legislation: • Disability Act 2005 • Section 42 of the Irish Human Rights and Equality Act 2014 (Public Sector Equality and Human Rights Duty) • Equal Status Acts • Cork City Council Customer Charter • Cork City Council Code of Conduct This updated Customer Care Policy and Complaints Handling procedure was adopted by Cork City Council’s Senior Management team, on 16th June 2026.

2.Purpose & Scope

This document sets out Cork City Council's policy on customer care and complaint handling and sets out the complaints procedure of Cork City Council including the complaints recording system.

An effective complaint handling system provides significant benefits to any organisation. It resolves issues in a timely and cost-effective way.

It provides safeguards for employees operating in public settings where incidents may occur.

It provides valuable information that can lead to service improvement, and it can improve the reputation of, and strengthen confidence in, an organisation.

It develops and follows customer care procedures that deliver on response times and complaint resolution.

Staff at every level in Cork City Council are equipped with the appropriate skills and resources to deal with a complaint and have a full understanding of the City Council's complaints procedure including the complaints recording system. All staff should direct persons who wish to make a complaint to customercare@corkcity.ie which will be directed to Senior Officers over the relevant area as appropriate. The complaint handling procedure forms part of the induction programme for staff joining Cork City Council.

Quality customer service provides a feedback procedure to maintain well-publicised, accessible, transparent and user-friendly feedback channels for our customers.

Accessibility to services that are user friendly is key and the Council will make available a web form to encourage feedback from its customers via a dedicated email address customercare@corkcity.ie.

Appropriate training can be provided for staff who may have to deal with persons who are vulnerable or who have particular needs.

Standards of Customer Care include: Courtesy and Consideration, Openness and Impartiality, Access, Timeliness, Review, and Feedback – For example, what we do well and ways we can improve.

3. Complaint Definition and Duty of Local Authority to Give Reasonable Assistance

3.1 A complaint is defined as “An expression of dissatisfaction by one or more members of the public about an organisation’s action or lack of action, or about the standard of service or communication provided by or on behalf of the organisation”.

3.2 What is not a complaint

- An initial service request (a Customer Service Request) is not a complaint – this can transition into a complaint if, for example, there is an undue delay in dealing with the matter.
 - A **Customer Service Request** is a request for a Council Service in one of the following areas:
 - Housing Maintenance
 - Potholes
 - Illegal Dumping
 - Littering
 - Blocked Gullies
 - Parking
 - Faulty Street Lights
 - Dogs (Barking, fouling, biting)
 - Ringbuoys
 - Cemeteries
 - Oil Spillages
 - Dangerous Structures
 - Other
 - Uisce Eireann take care of service requests for all water and waste water services including: water supply, water quality, waste water or public sewer issues, new connections and related services, application for Discharge to Sewer Licences, billing and all other customer services.
 - A Customer Service Request can be made:
 - Phone: By ringing 021 4924000
 - Email: servicecentre@corkcity.ie
 - Online: Customer Care at www.corkcity.ie. A one-time registration will be required on this platform to submit the online form.

- Complaints about matters that are outside of the City Council’s remit to examine/ deal with – the person should be assisted by directing them to the relevant organisation if possible.
- Complaints about reserved functions of the elected members of Council – the executive of the City Council cannot examine such decisions from members of the public.
- Complaints about planning decisions as there is a right of appeal to An Coimisiún Pleanála (formally An Bord Pleanála) – Councils can examine complaints about the administration of the planning process and those relating to planning enforcement.
- Complaints about alleged data protection breaches should be directed to the Data Protection Officer to deal with.
- Complaints about breaches of Ethics legislation should be referred to the Ethics Registrar in the first instance (and then signposted to the Standards in Public Office Commission). ethicsregistrar@corkcity.ie.
- Complaint made under the Disability Act must be investigated by the appointed Inquiry Officer in accordance with Section 39 of the Disability Act (and then signpost the Ombudsman).
- Protected disclosures (whistleblowing or ‘reporting wrongdoing in the workplace’) should be directed to the Chief Executive/ Protected Disclosures Officer – see link to further information - <https://www.opdc.ie/en/publication/3a25c-what-a-protected-disclosure-is/>. Details on protected disclosures for Cork City Council is available on www.corkcity.ie under Council Services.

3.3 Section 4A of the Ombudsman Act 1980 (as amended) outlines the duty to give reasonable assistance and guidance to persons in any dealings with the “reviewable agency” (in this case the Local Authority). Reasonable assistance includes dealing with persons in a timely manner and providing information on any rights of appeal or review. It also includes

informing the public about their right to complain to the Ombudsman in the complaint decision letter/ email.

3.4 Giving reasonable assistance to a person making a complaint might also include providing assistance or support to making/formulating a complaint and/or teasing out an implied complaint. Complaints received by the Ombudsman will be investigated against these criteria.

3.5 Any disciplinary, or other such actions, taken with regard to a Council employee, on foot of complaints made to a Council, are dealt with in the context of Employment Legislation and the Council's HR policies and procedures. No details of this process will be disclosed to a complainant.

4. Decisions/Actions Where a Local Authority has Exercised Discretion

4.1 Administrative decisions by their nature sometimes include the exercise of discretion where a decision maker has the power to make a choice about whether or not to take action or whether to approve an application or not (either fully or with conditions). In such cases the role of the decision maker is to make a judgement taking into account all relevant information and the particular circumstances of the case.

Where such discretion is exercised, in as far as possible, a record will be kept showing the pertinent issues that were taken into account by the decision maker and why; the weight given to these issues; and reasons for the decisions made. This information is key when investigating a complaint about a decision as it shows how the decision was reached. Good reasons supporting the decision taken should be provided to the complainant.

Cork City Council recognises the importance of strong record keeping, especially where a decision is not covered by an express policy or legislative provision or in line with the terms of a particular scheme.

5. How to Make a Complaint

5.1 Cork City Council ensures there is a culture and environment in the Local Authority that encourages people who are dissatisfied with a service to make a complaint. Making a complaint will not adversely affect a person's interaction with the Local Authority.

5.2 The process for making a complaint is user centred, simple to access and easy to use. It is flexible depending on the complaint and the complainant and supports the early resolution of complaints. Complaints are accepted in a number of accessible ways including online, in person, over the phone and in writing. See the complaint form which is available on the Local Authority website www.corkcity.ie under Customer Care and at Appendix 2 in this procedure document.

5.3 It is easy for a person to find out how to make a complaint, and it is simple and convenient to do so.

Cork City Council:

- Ensures that all service users have access to simple and clear information about how to make a complaint.
 - Information about our complaint's procedure is clearly signposted to service users on our website.
- Takes account of service users with particular requirements, such as those with intellectual or physical disabilities. Cork City Council's Access Officer is familiar with the complaints process and information on how to contact the Access Officer is available at accessofficer@corkcity.ie.
- Some people may find it challenging to make a complaint or may have literacy issues or difficulties putting their complaint in writing. Cork City Council will utilise support resources at our disposal, if necessary, to assist a person making a complaint. Where such issues are identified Cork City Council will take the complaint over the phone/in person or, ask the person if they wish to nominate a friend, family member or advocacy service as an advocate. Citizen Information Centres can also assist such individuals subject to GDPR requirements. Where a complaint is taken verbally in person a note of the discussion will be agreed by both parties and signed by both parties where possible.
- Takes account of persons for whom English or Irish is not their first language and notes that if a person is able to articulate their complaint in their first language that this will ensure that the salient points are not lost. The Local Authority will aim to

accommodate in as far as possible a translation service noting that this may extend the timeframe for responding to the complaint.

- Accepts complaints brought by a representative of the complainant, provided the appropriate written consent has been obtained from the complainant.
- Makes information about the complaints procedure and policy easily accessible at all times, not just when a person wishes to complain. This information should be available at public reception area and on the website.
- Information about the complaints procedure and policy should be notified where helpful.
- Explain and signpost the role of the Citizen Information Centres (and any other advocacy agencies operating within the sector) in providing assistance to persons wishing to make a complaint.
- The website and other appropriate information material will include the relevant e-mail and contact details.

NOTE: Where the Office of the Ombudsman receives a complaint where the person has not been advised of the complaints procedure and policy in the decision communication, the complaint will be dealt with once it is deemed within remit. In such circumstances the Ombudsman may not advise the person to engage with the Local Authority's complaints procedure. The Ombudsman may take a Local Authority's failure to notify about the complaints procedure and policy into consideration when deciding whether to uphold that aspect of the complaint.

5.4 Confidential Complaints

In some cases, a person may wish to keep their complaint confidential (particularly if a complaint is being made about a specific person in respect of Anti-Social Behaviour where there is a fear of reprisal). In such circumstances a Local Authority may allow a person to keep details of their complaint confidential.

However, if information received from the complainant, or if the complaint itself, would tend to identify a complainant who requests confidentiality then they will be made aware of this and asked if they wish an investigation to proceed.

The provisions of the Freedom of Information Act also apply when processing any request for information from the person against whom the complaint is made.

There may be situations where the public interest outweighs the right to privacy of the individuals to whom the information relates.

In cases where the public interest factors favour withholding the records the following should be taken into account

- 1) The public interest in protecting the right to privacy of individuals in relation to making complaints.
- 2) The public interest in individuals being able to communicate in confidence with the Council and without fear of disclosure in relation to personal or sensitive matters.
- 3) The public interest in the Council as a public body being able to perform their function in relations to complaints from members of the public effectively.
- 4) The need to preserve confidentiality having regard to the subject matter and the circumstances of the communications.

5.5 Anonymous Complaints

Cork City Council will not deal with anonymous complaints unless there is a risk of injury to person or property and substantial information that warrants investigation - e.g. Cork City Council will not investigate trivial, frivolous or complaints without substance.

6. Resolving Complaints

On receipt of a complaint Cork City Council will clarify exactly what the person is complaining about. The person may be asked for more information to get a full understanding of the complaint, the outcome they are seeking and how they believe the complaint can be resolved.

If aspects of the complaint are outside Cork City Council's remit to investigate (for example if the complaint concerns the actions of third parties that are not under the remit or contracted to act on behalf of Cork City Council) this will be clearly communicated to the person at the outset.

Cork City Council will advise the person of their right to contact the Ombudsman if they do not agree with the decision not to deal with the issue as a complaint.

There are potentially two stages involved in resolving complaints:

- **Frontline (Local) Resolution**, or where this is not successful then;
- **Formal/Investigation Resolution.**

6.1 Frontline (Local) Resolution

Cork City Council will seek to resolve a customer's queries and complaints as early as possible and, ideally, at the first point of contact. Dealing with customers in a fair, reasonable and timely manner through an informal process will minimise complaints being escalated to a formal complaint investigation.

Frontline resolution occurs where the staff member can achieve the expected complaint outcome quickly and effectively either by phone, in person or in writing.

Formal Complaints will be recorded on the complaints record system. Details recorded will include the category or nature of the complaint; the date of the complaint; the relevant Manager/Directorate dealing with the complaint, any action taken; and the relevant time period for the reply. Persons making a complaint should be given a unique reference number concerning their complaint to quote on any future correspondence.

Decisions on time critical complaints will be signposted to the Ombudsman, skipping the investigation. Where complaints relate to an immediate negative consequence the Ombudsman will consider a complaint in those circumstances.

6.2 Formal/Investigation Resolution

Where a complaint is not resolved through the frontline resolution process set out above at 6.1 it will be referred to a more Senior level e.g. Senior Executive Officer/Senior Engineer/Director of the Service for formal investigation. The aim is to resolve the complaint where possible, or to give the person making a complaint a full, objective, and proportionate response that represents the final position. Whenever possible, complaints will be investigated at a more Senior level in these circumstances.

It is important to be realistic and clear with the person making the complaint about timeframes, and to advise them early if it will not be possible to meet the timeframes set out below:

The following deadlines apply to complaint investigations cases (counting day one as the day of receipt for investigation, or the next working day if the complaint was received on a weekend or public holiday):

- A complaint will be acknowledged within 5 working days, and all reasonable means will be applied to resolve the issue. The acknowledgement should issue in a format which is accessible to the person, taking into account their preferred method of contact.
- Managing expectations of complaint outcomes and clarifying the scope of the investigation at the outset are essential to complaint handling efficiency and effectiveness.

The complaint should be investigated with the issues raised considered afresh at the outset and without relying on any previous assumptions or conclusions made. The staff member or person assigned to investigate the complaint should:

- Ensure they have access to all necessary communications and evidence - this could include records of phone calls or meetings, work requests, recollections of staff members and internal emails;
- Examine what happened;
- Consider what should have happened - this should include any relevant policies or procedures that apply including the Local Authority's Public Sector Equality and Human Rights Duty;

- Contact or meet with the complainant, if necessary to fully understand the complaint being made. If such contact takes place, complete a written record of same; and
- At all stages in the investigation process the Staff member should seek opportunities to resolve the matter amicably.

In forming his or her final view, having taken the above and any other relevant matters into consideration, the investigator should simply decide if there is a difference between what happened and what should have happened.

Where the relationship with the person making the complaint has broken down or the complaint relates to serious/high-risk/high profile issues the complaint will be investigated at a suitable level as required.

In some cases, it may not be possible to agree the points of complaint. It may be that the person expects more than can be provided or has unrealistic or unreasonable expectations about the scope of the investigation. Such matters should be clarified for the person as soon as possible in order to manage expectations at the outset. Unreasonable, unrealistic or vexatious complaints will not be accepted.

Cork City Council will ensure that any party assigned to carry out the investigation of a complaint relating to code of conduct of Employees shall be independent of the content of the complaint and not have a direct reporting relationship with any person under investigation as a result of that complaint.

6.3 Acceptable Behaviour

Cork City Council has adopted a Code of Conduct. There are general principles that underpin it.

Treat staff of **Cork City Council** with the same courtesy and cooperation you would like to receive.

Accord staff the due respect and freedom to carry out their duties and refrain from intimidating or threatening staff in any manner whatsoever. The following behaviour is not acceptable from any member of the public in any of our facilities, or in the provision of any of our services

- Harassment of staff by use of abusive, racist or threatening language.

- Use of violence or threat of violence towards staff members.
- Behaviour which is disruptive and interferes with delivering a quality customer service.

Customers are advised that where a staff member is subjected to such treatment, contact will have to be terminated.

The Code of Conduct is appended to this document.

6.4 Dealing with Multiple Complaints

A Local Authority is not expected to accept an unreasonable burden on its complaints processes produced by an organised campaign or multiple versions of the same complaint. In such circumstances the Local Authority may either issue a single 'form' response or may ask the group to nominate a single person to receive the Local Authority's response. For this to apply it would be necessary to be clear that all of the complaints being brought to the Local Authority are the same, and to clearly set out what issues are being considered under the complaint. Any other additional or separate concerns that a person (making a complaint as part of that campaign) may raise would need to be handled as a separate complaint and addressed in the normal manner.

These types of complaints are distinct to persistent complaints which involve repeated correspondence about the same issue previously decided on by **Cork City Council**. Persistent complaints already dealt with will not be accepted. Customers are advised in correspondence of the details of the Office of the Ombudsman should they wish to escalate an outcome.

6.5 Outcome of the Complaint

The response to the complaint will be recorded on the complaints record system.

Where service failings have been identified, **Cork City Council** will in so far as possible rectify the matter give an explanation and/or apologise.

- A full response to the person making the complaint will be provided as soon as possible, but not later than 28 working days from the time the complaint was received.
- If this timeframe cannot be met, extensions will be agreed by both parties. This will be carried out on a case-by-case basis with the circumstances fully explained and will only occur in exceptional circumstances.

- If the extension date cannot be met the timeframe for provision of response may be further extended by agreement of both parties and to a specified date.
- If the person has not received an investigation decision after 28 working days or after on the agreed date of extensions, they should be informed that they can complain to the Ombudsman.

It is noted that extended delays may increase the dissatisfaction felt by the complainant.

The complaint response by the relevant Directorates is very important, and will:

- Be clear and easy to understand
- Where possible, share the information informing the investigation outcome with the person so they can understand the findings. Staff should ensure that any legislation/policy/guidelines relied upon should be explained in a way that makes it easy to understand the decision that has been reached.
- Avoid technical terms and if these must be used provide an explanation of the term(s) will be provided.
- All issues agreed/ identified at the outset of complaint should be addressed to demonstrate a fair and fully considered decision.
- Where a failure on Cork City Council's part is identified and the Local Authority proposes to take action to resolve the issue, the response will include details of what will be done and when.
- Where administrative failings have been identified include an apology.
- Highlight any area of disagreement and explain why no further action can be taken.
- Indicate a named member of staff, for example the Senior Manager or staff member, who is available to discuss/clarify any aspect of the response. If the complainant is still dissatisfied with the response or does not accept Cork City Council's decision, **Cork City Council** will inform them they may seek a review by the Ombudsman.

7. Record Keeping and Reporting

7.1 Record Keeping

A cornerstone of dealing with a complaint in a timely and effective manner is good record keeping. **Cork City Council** has a suitable system in place which will capture and record complaint data and which is capable of producing complaint insights.

Cork City Council maintains a complaint file containing complete and accurate records of all contact regarding a complaint and ensure that this information is easily accessible.

7.2 Reporting

Senior management are provided with periodic updates on the number and type of complaints received, timeline for response and where appropriate matters arising and actions required through the Customer Services Steering Group. Actions required to improve service delivery shall be noted by the Steering group and to Senior Managers as required. Annual reporting of the number of complaints processed by service area will be prepared and will include any changes to services resulting from issues raised.

8. How to access the policy

This policy will be made available on the Council's website on its homepage www.corkcity.ie under Customer Care.

This policy will be circulated to all staff, and councillors and published on the City Council's Intranet.

This policy will be provided as part of induction and general employee awareness activities.

This policy will be kept under review and updated annually and after a significant change and/or as required.

The Customer care Steering Group will review and decide from time to time further staff communications.

9.Roles & Responsibilities

Customer Care is the responsibility of all staff to work to fulfil the service standards in the Customer Charter. The charter was endorsed by the Workplace Partnership Committee, the Corporate Services Group and Senior Management Team.

The operation of the Customer Relationship Management System (CRM) in a timely manner is key to the smooth running of Customer Service Requests. Directorates' making contact with customers, and giving updates and closing cases on CRM will reduce 'repeat calls' to the customer care call centre, limit complaints and limit the issuance of reminders thereby cutting down duplication. It is the role and responsibility of assigned staff in each Directorate to update CRM in a timely and accurate manner.

Customer charter principles of 'timeliness and courtesy', 'Openness and Impartiality' and 'Information' are key here. Explaining how a decision is reached and dealing with customers promptly can significantly reduce complaints.

It is also of benefit to emphasise that the City Council values customer feedback. The principle 'Seek your views' covers this with regard to gaining customer feedback including what we do well. It can also inform the development of Frequently Asked Questions which are a very useful tool for informing the public around a service area.

The Customer Care Steering Group will be the governance body overseeing the implementation of the Customer Care Policy.

All staff are responsible to meet the targets in customer responsiveness when dealing with customer feedback.

An acknowledgement to written complaints or emails will issue within 5 working days. A full response needs to issue from the relevant Directorate and copied to the customer care team, customercare@corkcity.ie, within 28 workings day.

Statistics on numbers and type of complaint will be reported on quarterly.

Contact Details

Customer Care Team, Cork City Council

Public Reception Desk,
Cork City Council,
City Hall,
Anglesea Street,
Cork, T12 T997

Tel No: +353 21 4924000
Website: www.corkcity.ie , under Customer Care
Email: customercare@corkcity.ie

10.Procedure Details

Procedure Step No.	Procedure Step Name	Procedure Step Details	Responsible Person
1.	Local Level Resolution	Customer to ask for a Line Manager so that every effort is made to resolve the complaint at source i.e. departmental/section level.	Responsible Directorate
2.	Formal Complaint	Customer to make a formal complaint by filling out the Feedback/Complaint Form available at the public reception desk/customer care section of Cork City Council website and should be posted to Customer Care Section, Cork City Council, Anglesea Street Cork or emailed to customercare@corkcity.ie .	Customer Care Team
3.	Acknowledgement Letter	Standard Acknowledgement letter issued by post or email within 5 working days	Customer Care Team
4.	Response Letter	Full response letter to issue within 28 days and copied to customercare@corkcity.ie .	Relevant Directorate
5.	Appeals	Appeals can be sent to Director of Service, Corporate, Community & Cultural Affairs.	Director of Service, CCCA
6.	Ombudsman	Customers can be informed of recourse to the Office of the Ombudsman.	Customer Care Team
7.	Anonymous Complaints	Cork City Council will not deal with anonymous complaints unless there is a risk of injury to person or property and substantial information that warrants investigation - e.g. Cork City Council will not investigate trivial, frivolous or complaints without substance.	Responsible Directorate

11. Appendix I – Cork City Council Customer Charter

Cork City Council Customer Charter

This Charter shows how providing high quality customer service and care is a key priority for Cork City Council. Cork City Council remains committed to providing an excellent quality of service for all our customers in an effective, fair, respectful, confidential, and non-discriminatory manner.

The Customer Charter sets out the principles of quality customer service you may expect from Cork City Council.

	Quality service standards We will ensure compliance with the quality service standards.		Seek your views We will seek your views and encourage and help you to take part in how we develop, provide and evaluate our services. We will monitor and evaluate our services and performance against the commitments in this charter. We will continue to review our customer services. We will encourage our customers to provide feedback about the quality of service they have received from us.
	Equality, diversity and human rights We will ensure equal treatment of all and embrace and foster the City's diversity and strive for equal outcomes for all groups, in line with our Public Sector Duty on quality and human rights. We will work to improve access to services for people experiencing poverty and social exclusion.		Accountability We will provide our services with honesty and integrity to the highest professional standards. We will make sure we make decisions in the best public interest. We will monitor our compliance by completing annual reviews of our standards and performance. We will publish details of performance achieved.
	Services in Other Languages We will try to accommodate our customers who wish to discuss their business through Irish or Irish sign language and other languages.		Council Employees We will make sure we all see our colleagues in the council as customers too. We will provide them with training and support. We will ask them what makes their work more effective for delivering services.
	Openness and impartiality We will deal with you in a fair and open manner. We will discuss any aspects of your dealing with us, and we will explain how a decision was reached.		Timelines and Courtesy We will treat all our customers promptly, courteously, and with sensitivity. We will protect their privacy and confidentiality as much as we can. We will be professional and helpful. We will provide staff contact details to make sure it is easy for customers to contact staff if they need to.
	Physical access We will provide clean, accessible public offices that comply with occupational and safety standards and facilitate access for people with disabilities and special needs.		Complaints and Appeals We will provide customers with an accessible, transparent, and user-friendly complaints and appeals procedure. This is for people who are unhappy with our quality of service. You can find details of how to make a complaint at: Contact Details: Cork City Council, City Hall, Anglesea Street, Cork, T12 T997 +353 21 4924000 www.corkcity.ie
	Better Coordination We will encourage a more integrated approach to the delivery of services to our customers.		
	Choice We will provide choices in: • payment methods • access to services • service delivery We will use technology as much as we can to improve how we provide services and to provide online access to services.		
	Information We will provide clear, helpful, accurate, and up-to-date information that can be easily understood. We will use simple language. We will use technical and legal terms only when necessary. We will explain these terms when we have to use them. We will make sure that our website and social media are kept up to date. We will protect your information.		

This Is What Makes Us Cork.



Cork City Council's **Customer Charter** sets out the principles of quality customer service you may expect from Cork City Council.

Quality Service Standards – We will ensure compliance with the quality service standards.

Equality, Diversity and Human Rights – We will ensure equal treatment of all and embrace and foster the City's diversity and strive for equal outcomes for all groups, in line with our Public Sector Duty on quality and human rights. We will work to improve access to services for people experiencing poverty and social exclusion.

Services in Other Languages – We will try to accommodate our customers who wish to discuss their business through Irish or Irish sign language and other languages.

Openness and Impartiality – We will deal with you in a fair and open manner. We will discuss any aspects of your dealing with us, and we will explain how a decision was reached.

Physical Access – We will provide clean, accessible public offices that comply with occupational and safety standards and facilitate access for people with disabilities and special needs.

Better Coordination – We will encourage a more integrated approach to the delivery of services to our customers.

Choice – We will provide choices in:

- Payment methods
- Access to services
- Service delivery

Information – We will provide clear, helpful, accurate, and up-to-date information that can be easily understood. We will use simple language. We will use technical and legal terms only when necessary. We will explain these terms when we have to use them. We will make sure that our website and social media are kept up to date. We will protect your information.

Seek your views – We will seek your views and encourage and help you to take part in how we develop, provide and evaluate our services. We will monitor and evaluate our services and performance against the commitments in this charter. We will continue to review our customer services. We will encourage our customers to provide feedback about the quality of service they have received from us.

Accountability – We will provide our services with honesty and integrity to the highest professional standards. We will make sure we make decisions in the best public interest. We will monitor our compliance by completing annual reviews of our standards and performance. We will publish details of performance achieved.

Council Employees – We will make sure we all see our colleagues in the council as customers too. We will provide them with training and support. We will ask them what makes their work more effective for delivering services.

Timeliness and Courtesy – We will treat all our customers promptly, courteously, and with sensitivity. We will protect their privacy and confidentiality as much as we can. We will be professional and helpful. We will provide staff contact details to make sure it is easy for customers to contact staff if they need to.

Feedback, Complaints and Appeals – We will provide customers with an accessible, transparent, and user-friendly feedback, complaints and appeals procedure. Feedback can include suggestions for service improvement, complaints or compliments on a service done well. Complaints received are for our customers who are unhappy with our quality of service based on the Customer Charter.

12. Appendix II – Cork City Council Code of Conduct

Cork City Council Code of Conduct

**We want to do our best for you.
Please respect our staff.**

YOUR GOAL IS OUR GOAL

- 1** Please treat our staff the way you would wish to be treated
- 2** Courtesy is a must for all
- 3** Please refrain from using your mobile phone
- 4** Parental supervision is appreciated



We listen



We Help



We do not judge



We Care

If we think your behaviour is unacceptable, we will tell you why and ask you to change it. We can take action to minimise unacceptable behaviour if:

- you refuse to adjust your behaviour
- your conduct is a risk to the safety of staff or other members of the public

We may ask that you leave the premises. If you repeat disruptive behaviour, we may ask you to leave our premises.

**We greatly appreciate your continued cooperation.
This Is What Makes Us Cork.**



Comhairle Cathrach Chorcaí
Cork City Council



We are Cork.