

2025

Cork City Council – Feedback procedure – Complaints and Appeals



Comhairle Cathrach Chorcaí
Cork City Council

Revision History

CURRENT DOCUMENT VERSION

Version No:	Date:	Reasons for Issue:
1	8/07/2025	Cork City Council Feedback procedure

REVISION APPROVAL

Process Owner	Signature:	Print Name:	Date:
SEO/SE/ Cognate	Signature:	Print Name:	Date:
		CATHERINE KELLY	1 ST May 2025
Director of Services	Signature:	Print Name:	Date:
		REBECCA LOUGHRY	1 st May 2025

PREVIOUS VERSIONS

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1. Introduction

The purpose of the feedback procedure is to facilitate customer feedback under the Customer Care Policy objectives.

Overall Objective:

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

Key Objectives:

- To maintain well-publicised, accessible, transparent and user-friendly feedback channels for our customers.
- Develop and follow customer care procedures that deliver on response times and complaint resolution.

2. Responsibility

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.

3. Purpose & Scope

The purpose of this procedure is to outline how customer feedback is dealt with by Cork City Council.

4. Procedure Details

[illegible]

5. Appendix I

Website Details

www.corkcity.ie

Customer Care tile on homepage