Cork City Council – Feedback procedure – Complaints and Appeals



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.

Purpose & Scope 3. The purpose of this procedure is to outline how customer feedback is dealt with by Cork City Council.

4. Procedure Details

Procedure Step No.	Procedure Step Name	Procedure Step Details	Responsible Person
1.	Local Level	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	These are sent to the relevant Directorate and decision for any future action is at their discretion	Responsible Directorate

5. Appendix I

Website Details

www.corkcity.ie

Customer Care tile on homepage