

Customer Charter

Leitrim County Council



Leitrim County Council aims to successfully fulfil and exceed our customers' needs and expectations. Whether your business is conducted in person, by telephone or by correspondence we will seek to ensure that you are treated:

- promptly and in a courteous manner
- with due regard to privacy and confidentiality
- by friendly and helpful staff

This Charter sets out the standards of service you may expect from Leitrim County Council.

General Information

We will:

- Provide information that is accurate, up to date and easily understood
- Ensure that application forms and information leaflets are widely available
- Continue to review and, where possible, simplify forms, information leaflets, processes and procedures.
- Ensure that the potential offered by Information Technology is fully availed of and identify further services that would be appropriate for delivery electronically
- Continue to develop our internal and external websites and ensure that all information is accurate and up to date.
- Prominently display the hours of service in all public offices/counters and on our website

Telephone Service

When telephoning our offices you can expect that we will:

- Answer quickly and courteously
- Give our name and section when answering calls
- Be as helpful and informative as possible
- Take your contact number if information is not immediately available, and write or ring with a reply within a nominated time
- If necessary to transfer you to a different department we will tell you why and give you its name and telephone number
- Provide voicemail facility to allow you to leave a message outside of normal office hours, or where staff are absent. Messages will be responded to promptly.

Personal Callers

If you visit our offices you can expect that we will:

- Ensure that the reception area is properly staffed during office opening hours
- Identify ourselves and be courteous and fair in all our dealings
- Respect your privacy and ensure that all matters are dealt with in a confidential manner
- Provide private interview room where possible and appropriate
- Deal with your enquiry as quickly as possible
- Aim to keep appointments punctually

You are requested to deal with our front-line staff as far as possible in relation to enquiries. For non-routine matters, or if you need to meet a specific person, you are advised that you should make an appointment in advance to ensure that the appropriate person is present and available.

Written and Electronic Correspondence

If you write to us with an enquiry you can expect that we will:

- Issue a comprehensive reply within, at most, 4 weeks of our receiving your letter – this undertaking does not in any way affect statutory deadlines.
- Use simple language and avoid the use of technical terms where possible
- Ensure that all correspondence carries a contact name and a contact number, and a reference number where appropriate.

Applications/Claims:

In making applications/claims you can expect that we will:

- Seek only necessary information and explain precisely what is required
- Make a decision as quickly as possible on receipt of a valid application (i.e. fully completed and supported by necessary documentation) and within statutory deadlines.
- Deal with all applications fairly and consistently in accordance with the relevant rules and regulations and give reasons for our decisions.

Equality and Impartiality

We will ensure the rights to equal treatment established by equality legislation are adhered to and that people in similar circumstances are dealt with in a like manner

Physical Access

We will, as far as possible, provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and facilitate access for all our customers.

Choice

We will seek to provide choice, where feasible, in service delivery including payment methods, location of contact points and opening hours.

Services through Irish

All customers have the right to do their business with us through the medium of Irish or English. We will aim to have staff available to deal with you should you contact us through Irish.

Appeal/Review

We will operate a system of appeal/review for customers who are dissatisfied with decisions in relation to services whereby such decisions can be looked at again and reviewed.

Accountability

We will monitor compliance and complete annual reviews of standards and performance and publish details of performance achieved against service indicators across the range of Council services in our Annual Report.

Help us to Help you

We welcome and encourage you to provide us with your views on our standard of service delivery. Comment Cards will be provided for your use at all of our public offices and we will conduct Customer Surveys to assess the quality of services being provided.

To assist us in meeting our service standards it would be appreciated if you would provide us with as much information as possible in dealing with your query. You are requested to quote any relevant reference number in all communications and to ensure that application forms are fully, accurately and legibly completed and signed prior to submission. Please ensure that all supporting documentation requested is submitted and that you advise us of any changes in circumstances which might have a bearing on your application. You are also requested to treat our staff in the way that you would like to be treated yourself.

Complaints

Complaints in relation to the quality of any of our services should be made to our Customer Services Liaison Officer (contact details below) who will review the matter. All complaints received will be acknowledged within 1 week and processed within 4 weeks. Where a mistake has been made an apology and explanation will be offered and every effort will be made to rectify the matter. Where a complaint highlights that our processes or procedures are deficient, every effort will be made to remedy the situation as quickly as possible. An appeals procedure in relation to customer complaints is also available.

A Customer Complaint Form is available in all of our public offices and on our website.

Customer Services Liaison Officer,
Leitrim County Council,
Áras an Chontae,
Carrick-on-Shannon,
Co. Leitrim.
Ph. 071-9620005 ext 135 Fax. 071-9621982
e-mail customerservice@leitrimcoco.ie
website: <http://www.leitrimcoco.ie/>

If you remain unsatisfied with our response to your complaint, you may lodge a complaint with the Ombudsman.

The office of the Ombudsman is an independent agency established to deal with cases of mal-administration with certain public bodies. A complaint may be lodged with the Ombudsman's Office at any time. The address for the Ombudsman's Office is as follows -

Office of the Ombudsman
18 Lower Leeson Street, Dublin 2.
Tel. 01 6785222 / Fax No. 01 6610570
Lo-call 1890 223 030
Email: ombudsman@ombudsman.irlgov.ie
Website: <http://www.ombudsman.gov.ie/>

Further Information

Full details of our Customer Services undertakings are outlined in our Customer Services Action Plan which is available on the website or from any of our public offices.

Leitrim County Council,
Áras an Chontae,
Carrick-on-Shannon,
Co. Leitrim

April 2005



Cairt na gCustaiméirí

Comhairle Chontae Liatroma



Tá sé mar aidhm ag Comhairle Chontae Liatroma riachtanais agus ionchais ár gcuid custaiméirí a chomhlíonadh agus dul níos fearr fiú. Cibé slí a ndéanfaidh tú do ghnó linn, tú féin, ar an teileafón nó trí chomhfhreagras déanfaimid iarracht a chinntiú go gcaithfear leat:

- go tapaidh agus go béasach
- le haire ar do phríobháideacht agus rúndacht
- ag foireann chairdiúil agus chabhrach

Leagann an Chairt seo amach na caighdeáin seirbhíse is féidir leat a bheith ag súil leo ó Chomhairle Chontae Liatroma

Eolas Ginearálta

Déanfaimid:

- Eolas a sholáthar a bheidh cruinn, cothrom le dáta agus éasca le tuiscint
- A chinntiú go mbeidh fáil éasca ar fhoirmeacha iarratais agus ar bhileoga eolais
- Tuilleadh athbhreithnithe ar fhoirmeacha, bileoga eolais, próisis agus nósanna imeachta, agus déanfaimid iad a shimplíu nuair is féidir sin
- A chinntiú go mbainfear an leas is mó gur féidir a bhaint as Teicneolaíocht an Eolais agus déanfaimid breis seirbhísí a bheadh oiriúnach do sheachadadh leictreonach a aithint
- Tuilleadh forbartha ar ár láithreáin ghréasáin inmheánacha agus seachtracha agus déanfaimid a chinntiú go mbeidh an t-eolas ar fad cruinn agus cothrom le dáta
- Na huair seirbhíse a thaispeáint go soiléir i ngach oifig
- phoiblí/cuntair agus ar ár láithreáin ghréasáin

Seirbhís Teileafóin

Agus tú ag glao ar ár n-oifigí is féidir leat a bheith ag súil:

- Go bhfreagróimid go tapaidh agus go béasach
- Go dtabharfaimid ár n-ainmneacha agus ár rannóga agus muid ag freagairt glaonna
- Go mbeimid chomh cabhrach agus eolasach agus is féidir linn
- Go dtógfaimid d'uimhir theagmhála mura mbeidh eolas ar fáil láithreach agus go scríobhfaimid nó go nglaofaimid le freagra laistigh d'am ainmnithe
- Más gá tú a aistriú go dtí roinn eile go n-inseoimid duit cén fáth agus go dtabharfaimid ainm agus uimhir theileafóin na roinne duit
- Go soláthróimid saoráid glórphoist ionas gur féidir leat teachtaireacht a fhágáil taobh amuigh de ghnáthuaire, nó sa chás go mbeidh foireann as láthair. Tabharfar freagra pras ar theachtairreachtaí

Glaiteoirí Pearsanta

Má thugann tu cuairt ar ár n-oifigí is féidir leat a bheith ag súil:

- Go gcinnteoidimid go mbeidh dóthain foirne sa limistéar fáilte le linn uaire oscailte oifige
- Go gcuirfimid muid féin in aithne agus go mbeimid béasach agus cothrom inár gcuid gnóthaí ar fad
- Go mbeidh meas againn ar do phríobháideacht agus go ndéileálfar le gach ní ar bhealach rúnda
- Go soláthróimid seomra agallaimh príobháideach nuair is féidir sin agus nuair a bheidh sé cuí
- Go ndéileálfar le d'fhiosrú chomh tapaidh agus is féidir
- Go mbeidh sé mar aidhm againn coinní a choinneáil in am

Iarrtar ort déileáil lenár bhfoireann tosaigh oiread agus is féidir maidir le fiosrúcháin. I gcomhair nithe nach gnáthnithe iad, nó má theastaíonn uait bualadh le duine áirithe, ba chóir duit coinne a dhéanamh roimh ré lena chinntiú go mbeidh an duine cuí i láthair agus ar fáil.

Comhfhreagras Scríofa agus Leictreonach

Má scríobhann tú chugainn le fiosrú is féidir leat a bheith ag súil:

- Go n-eiseoidimid freagra cuimsitheach laistigh de, ar a mhéid, 4 sheachtainí ón am a gheobhaimid do litir – ní chuireann an gnóthas sin isteach ar spriocamanna reachtúla
- Go n-úsáidfidimid teanga shimplí agus go seachnóimid téarmaí teicniúla a úsáid nuair is féidir sin.
- Go gcinnteoidimid go mbeidh ainm agus uimhir theagmhála ar gach comhfhreagras agus go mbeidh uimhir thagartha leis de réir mar a bheidh sin cuí.

Iarratais/Éilimh:

Agus ag déanamh iarratais/éilimh duit is féidir leat a bheith ag súil:

- Go n-iarrfaimid an t-eolas a bheidh gá leis agus é sin amháin agus go míneoidimid go cruinn cad a theastóidh uainn
- Go ndéanfaimid cinneadh chomh luath agus is féidir tar éis dúinn iarratas bailí (i.e. comhlánaithe go hiomlán agus doiciméid riachtanacha ag tacú leis) a fháil agus laistigh de spriocamanna reachtúla.
- Go ndéileálfaimid go cothrom agus go leanúnach le gach iarratas de réir na rialacha agus rialachán iomchuí agus go dtabharfaimid fáthanna lenár gcinntí.

Comhionannas agus Neamhchlaontacht

Cinnteoidimid go gcloifear leis na cearta chun caitheamh go cothrom arna bhunú ag reachtaíocht chomhionann agus go ndéileálfar le daoine in imthosca comhchosúla ar bhealach leanúnach

Rochtain Fhísiciúil

Soláthróimid, a mhéid agus is féidir sin, oifigí poiblí inrochtaine, glana, a chinnteoidh príobháideacht, a chloifidh le caighdeáin sábháilteachta agus ceirde agus a chuirfidh rochtain ar fáil dár gcuid custaiméirí ar fad.

Rogha

Déanfaimid iarracht rogha a sholáthar, nuair is féidir sin, ó thaobh sheachadadh seirbhíse lena n-áirítear modhanna íocaíochta, suíomh na bpointí teagmhála agus uaire oscailte.

Seirbhísí trí Ghaeilge

Tá sé de cheart ag gach custaiméir a gnó/ghnó a dhéanamh trí mheán na Gaeilge nó an Bhéarla. Beidh sé mar aidhm againn foireann a bheith ar fáil chun déileáil leat má dhéanann tú teagmháil linn trí Ghaeilge.

Achomharc/Athbhreithniú

Oibreoidimid córas achomhairc/athbhreithnithe do chustaiméirí a bheidh míshásta le cinntí maidir le seirbhísí ionas gur féidir féachaint ar chinntí den sórt sin arís agus athbhreithniú a dhéanamh orthu.

Freagracht

Déanfaimid faireachán ar chomhlíonadh agus comhlánfaimid athbhreithniú bliantúil ar chaighdeáin agus ar fheidhmiú agus foilseoimid mionsonraí ar fheidhmiú a bheidh bainte amach de réir tháscairí seirbhísí thar réimse seirbhísí na Comhairle inár dtuarascáil bhliantúil.

Cuidigh linn Cuidiú leat

Tá fáilte romhat do chuid tuairimí ar ár gcaighdeán seachadta seirbhísí a sholáthar dúinn. Cuirfear Cáirtá Tuairimí ar fáil duit inár gcuid oifigí poiblí ar fad agus déanfaimid Suirbhéanna Custaiméirí chun caighdeán na seirbhísí a bhíonn ar fáil a mheas.

Chun cúnaimh a thabhairt dúinn ár gcaighdeán seirbhísí a shroicheadh, bheimis an-bhuíoch díot as oiread eolais agus is féidir a sholáthar dúinn agus muid ag déileáil le do cheist. Iarrtar ort aon uimhir thagartha iomchuí a thabhairt i ngach comhfhreagras agus a chinntiú go mbeidh foirmeacha iarratais comhlánaithe go hiomlán, go cruinn agus go hinléite agus go síneofar iad sula gcuirfear isteach iad. Cinntigh, le do thoil, go gcuirfear isteach gach doiciméad tacúil a iarrtar agus go gcuirfidh tú ar an eolas muid maidir le haon athrú i do chuid imthosca a bhféadfadh tionchar a bheith acu ar d'iarratas. Iarrtar ort caitheamh leis an bhfoireann mar ba mhaith leat caitheamh leat féin.

Gearáin

Ba chóir gearáin maidir le caighdeán aon cheann dár seirbhísí a dhéanamh chuig ár n-Oifigeach Liaison Seirbhísí Custaiméirí (mionsonraí teagmhála thíos) a dhéanfaidh athbhreithniú ar an

ábhar. Tabharfar aitheantas ar gach gearán a gheofar laistigh de 1 sheachtain agus déanfar iad a phróiseáil laistigh de 4 sheachtainí. Sa chás go ndearnadh botún gabhar leithscéal agus déanfar gach iarracht an ní a chur ina cheart. Sa chás go léireofar gearán go bhfuil locht ar ár gcuid próiseas nó nósanna imeachta, déanfar gach iarracht an scéal a leigheas chomh tapaidh agus is féidir. Tá modh achomhairc maidir le gearáin ó chustaiméirí ar fáil freisin.

Tá Foirm Ghearán ó Chustaiméirí ar fáil inár n-oifigí poiblí ar fad agus ar ár láithreán gréasáin.

Oifigeach Liaison Seirbhísí Custaiméirí,
Comhairle Chontae Liatroma,
Áras an Chontae,
Cora Droma Rúisc,
Co. Liatroma.

Teil. 071-9620005 folíne 135 Faics. 071-9621982
r-phost customerservice@leirimcoco.ie
láithreán gréasán: <http://www.leirimcoco.ie/>

Má bhíonn tú fós míshásta lenár bhfreagra ar do ghearán, féadfaidh tú gearán a chur isteach chuig an Ombudsman.

Is gníomhaireacht neamhspleách í oifig an Ombudsman a bunaíodh chun déileáil le cásanna drochriaracháin le heagraíochtaí poiblí áirithe. Is féidir gearán a chur isteach chuig oifig an Ombudsman am ar bith. Seo a leanas seoladh Oifig an Ombudsman -

Oifig an Ombudsman
18 Sráid Líosain Íochtarach,
Baile Átha Cliath 2.
Teil. 01 6785222 / Faics 01 6610570
Lo-call 1890 223 030
Rphost: ombudsman@ombudsman.irlgov.ie
Láithreán Gréasáin: <http://www.ombudsman.gov.ie/>

Tuilleadh Eolais

Tá mionsonraí iomlána faoinár ngnóthais Sheirbhísí Custaiméirí leagtha amach inár bPlean Gnímh Seirbhíse Custaiméirí atá ar fáil ar an láithreán gréasáin nó ó aon cheann dár n-oifigí poiblí.

Comhairle Chontae Liatroma,
Áras an Chontae,
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Co. Liatroma.

Aibreán 2005