



**Comhairle Chontae Liatroma
Leitrim County Council**

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

Tel: 071-9620005 Ext: 104

Fax: 071-9621982

Email: customerservices@leitrimcoco.ie

Customer Service Complaint Form

Leitrim County Council's current Customer Charter and this Customer Service Complaint Form is available at all our Leitrim County Council Offices and is also available on our website at www.leitrimcoco.ie

NAME	_____	TEL	_____
ADDRESS	_____	WORK	_____
	_____	MOBILE	_____

DETAILS OF COMPLAINT: Include date, location, relevant department and any other relevant information

SIGNED _____ **DATE** _____

Leitrim County Council is committed to providing an efficient and courteous service to all of our customers.

Anyone wishing to make a complaint in relation to **the quality of any of the services or activities** of Leitrim County Council should complete this Customer Service Complaint Form and submit it to our Customer Liaison Officer by post or in person, fax or email, details shown below:

Making a complaint will not in any way affect any future dealings which you may have with Leitrim County Council.

Customer Complaints

Leitrim County Council recognises that complaints may sometimes arise with regard to the manner in which you consider your query has been dealt with by a member of staff. In this regard, we have put in place a customer complaints procedure which aims to ensure that such complaints are dealt with in a consistent, fair and transparent manner. Customer complaints will be investigated by the Customer Services Liaison Officer who is responsible for the implementation of our Customer Complaints procedure.

Customer Complaints Procedure

Complaints must be submitted in writing to the **Customer Service Liaison Officer** via email, fax, in person or by post.

- An acknowledgement letter, confirming receipt of the complaint, will be issued **within 1 week** of its receipt. This letter will provide you with an outline of the various stages which will be gone through in the processing of the complaint.
- The Customer Services Liaison Officer will review all files on the matter and issue a decision **within 4 weeks** of receipt of the complaint. Where this is not possible, an interim reply will be issued setting out the reasons for the delay in responding.
- Where a Customer Complaint relates to a specific staff member that person will be consulted in relation to the complaint.
- 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.
- If you are not satisfied with the response of the Customer Service Liaison Officer you may lodge an appeal to the Senior Executive Officer, Housing & Corporate Services, Leitrim County Council, Aras an Chontae, Carrick-on-Shannon, Co. Leitrim.

Office of the Ombudsman

If you remain unhappy with our response then you can refer your complaint to the Office of the Ombudsman. The Ombudsman is fair, independent, and free to use.

The Ombudsman will ask you for details of your complaint and a copy of this letter/email (our final response to your complaint). The best way to contact the Ombudsman is by:

- **Clicking on the 'Make A Complaint' link at www.ombudsman.ie**
- Writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773 or
- Calling the Ombudsman on 01 639 5600 if you have any queries or if you need help making your complaint.