



COMHAIRLE CHONTAE LIATROMA LEITRIM COUNTY COUNCIL



Customer Service Complaint Form

Leitrim County Council's current "Customer Service Action Plan" is available at all Offices of Leitrim County Council and is also available on our Website at www.leitrimcoco.ie. This Customer Service Complaint Form is also available at all our offices and on our website.

NAME

ADDRESS

TELEPHONE: Home: _____ 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 the completed Form to:

Customer Liaison Officer	Phone:	071-9620005 Ext 135
Leitrim County Council	Fax:	071-9621982
Áras an Chontae	Email:	mailto: customerservice@leitrimcoco.ie
Carrick on Shannon, Co. Leitrim	Website:	http://www.leitrimcoco.ie/

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

Customer Complaints Procedure:

Leitrim County Council recognises that complaints may sometimes arise in regard to the manner in which you feel your query has been dealt. 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.

The Customer Complaints Procedure is as follows:-

- Complaints must be submitted in writing, via email (to customerservice@leitrimcoco.ie), or in person - A Customer Complaint form, to facilitate you in making a complaint, is available in all our public offices, libraries and on the website.
- 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, Change Management Unit, Leitrim County Council, Aras an Chontae, Carrick-on-Shannon, Co. Leitrim - Ph: 071 9650462 or e-mail seochangemanagementunit@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 6395600 / Fax No. 01 6395674
Lo-call 1890 22 30 30
Email: ombudsman@ombudsman.gov.ie
Website: <http://www.ombudsman.ie>