

CORK CITY COUNCIL CODE OF CONDUCT

Cork City Council aims to provide a high quality of service, in a safe and secure environment. In order to achieve this, we would ask our customers to note that the following behaviour will not be accepted in our facilities. This Code of Conduct has been established for members of the public who use the facilities and services provided by Cork City Council.

Please note that the following behaviour is not acceptable:-

1. Behaviour which is disruptive and interferes with the use and enjoyment of the facility by others.
2. Harrassment of staff or members of the public by use of offensive or inappropriate language.
3. Use of violence or threat of violence toward staff and/or members of the public.
4. Malicious damage to and/or theft of Cork City Council property.
5. The use of alcohol and illicit drugs while using Cork City Council premises.
6. Personal property being left unattended while
While using Cork City Council facilities.

Smoking is prohibited within Cork City Council premises.

Please refrain from using mobile phones while transacting Council business.

Please help us to encourage the responsible and considerate use of Cork City Council facilities by observing the Code of Conduct.

WE WELCOME YOUR VIEWS

Cork City Council is committed to listening and learning from you, the people we serve. If you have any comments to make, we would be grateful to hear from you. Comment cards are available at all public offices and on our website.

You can also write to us at
Customer Care Section,
Corporate Affairs,
Cork City Council,
Floor 2,
City Hall,
Cork
Tel: 021—4924134
021—4924374

Alternatively you can contact any of our offices at

021—4966222



CORK CITY COUNCIL
COBHARLE CATHRACH
CHORCAI

CUSTOMER SERVICE COMPLAINTS AND APPEALS PROCEDURE

City Hall, Cork.
Website : www.corkcity.ie

CUSTOMER ACTION PLAN

Cork City Council is committed to delivering high quality service to all its customers.

Cork City Council published a Customer Action Plan which was incorporated into the Corporate Plan 2004-2009. The plan was adopted by the members of *Cork City Council* in February 2005.

If you wish to view the plan it is available at all city council public offices and libraries and can be viewed and downloaded from our website www.corkcity.ie

This leaflet is intended to inform you of the standards of Customer Care to expect in your dealings with us. It outlines what you should do if you are dissatisfied with the standard of customer care you received.

It also informs you of the Code of Conduct that staff expect in their dealings with you. You are requested to observe this Code of Conduct.

STANDARDS OF CUSTOMER CARE

Courtesy and Consideration -

You are at all times entitled to be served:

- ◆ Promptly and in a courteous manner.
- ◆ With due regard to privacy and confidentiality.
- ◆ By helpful staff.

Openness and Impartiality -

We undertake to:

- ◆ Deal with you in a fair and open manner.
- ◆ Discuss any aspect of your dealings with us.
- ◆ Explain how a decision was reached.
- ◆ Put in place a complaints procedure for customers dissatisfied with the quality of service received.

Access -

We endeavour to:

- ◆ Provide clean, accessible public offices.
- ◆ Facilitate customers who wish to conduct their business through the medium of the Irish language or other language where possible.

Review

Our services will be continually reviewed and improved upon where necessary.

COMPLAINTS AND APPEALS PROCEDURE

If you feel that you have been treated unfairly and not in accordance with the Standards of Customer Care, you may wish to make a complaint. You can do so by asking for a Supervisor or Office Manager. Our staff will make every effort to resolve your complaint at this stage. If you are not satisfied you may make a formal complaint.

How do I make a formal complaint?

You should address your complaint to the Customer Care Section, Corporate Affairs.

Complaints should be made in writing using the complaint forms and guidelines available at all our public offices and on our website.

A complaint can also be made by fax or by e-mail.

When can I expect a response?

All complaints will receive a reply. We will issue an acknowledgement within 5 working days and a full response no later than 28 days of receipt of complaint. You will be advised if there will be any deviation to this timescale and kept informed of progress.

What can I do if I am not satisfied with the response?

If you are dissatisfied with the response you can appeal to the Director of Services, Corporate Affairs. An internal review will then be carried out and a final decision made.

NOTE: The complaints and appeal system operated by Cork City Council does not preclude you from using other external offices to handle your complaint eg. Office of the Ombudsman, An Bord Pleanála.

