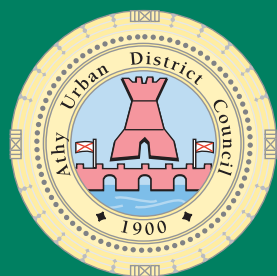


CITIZEN CHARTER



Kildare
County Council



Athy
Town Council



Naas
Town Council



Newbridge
Town Council



Leixlip
Town Council

Our commitment to you to deliver a quality service in an effective and caring manner

COURTESY AND CONSIDERATION

You are entitled to be served:

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

We undertake to:

- Deal with you in a fair and open manner.
- Explain the process whereby a decision was reached.
- Operate a complaints procedure for customers dissatisfied with the quality of service received.

OUR PERFORMANCE

We undertake to:

- Monitor and evaluate our performance.
- Examine the development and delivery of our services in order to meet your needs.
- Provide ongoing staff training and development to ensure a quality service delivery.

OUR SERVICE THROUGH LANGUAGES

We endeavour to:

- Accommodate those who wish to conduct their business through the medium of Irish and perhaps other languages where possible.

ACCESS

We endeavour to:

- Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and that facilitate access for people with disabilities and special needs.

WHEN A QUALITY SERVICE IS NOT ACHIEVED.....

.....you can notify the Customer Care Unit, Kildare County Council, Áras Chill Dara, Devoy Park, Naas, Co. Kildare, in writing, by telephone (045 980206), by fax (045 980240), or by email to customer-care@kildarecoco.ie.

CUSTOMER CODE OF CONDUCT

Kildare Local Authorities aim to provide a high quality 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 any of our facilities. It is your responsibility as a customer of Kildare Local Authorities to treat employees of the council in a professional, courteous and civil manner at all times as our employees have the right to expect the same entitlements from you that you expect from them.

Please note that the following behaviour is not acceptable:

- Behaviour which is disruptive and interferes with the use of the facility by others.
- Harassment of staff or members of the public by use of offensive or inappropriate language.

- Use of violence or threat of violence towards staff and/or members of the public.
- Malicious damage to and/or theft of Kildare Local Authorities property.
- Personal property being left unattended while using Kildare Local Authorities facilities.
- Smoking is prohibited within all Kildare Local Authorities public offices and buildings.
- The use of alcohol and illicit drugs is prohibited while using Kildare Local Authorities premises.
- Please refrain from using mobile phones while transacting Council business.
- Please ensure that children are supervised at all times while using Kildare Local Authorities facilities.

Failure to comply with the above may result in a withdrawal of services, which while regrettable may be necessary. Therefore, please help us to encourage the responsible and considerate use of Kildare Local Authorities facilities by observing the Customer Code of Conduct.

Thank you for your co-operation from all the staff of Kildare Local Authorities.

PROCESS FOR HANDLING COMPLAINTS:

- Receipt of complaint by the Customer Care Unit
- Acknowledgement will be sent to you within three working days.
- Your complaint will be sent to the relevant department for direct reply.
- A final response will be issued within four weeks. Where this period is insufficient we will write and advise you.

If you are dissatisfied with the response from the relevant department an appeal can be lodged with the Customer Care Officer, Kildare County Council, Áras Chill Dara, Devoy Park, Naas, Tel (045) 980206, e-mail customer-care@kildarecoco.ie.

Appeals will be determined following investigation by the Customer Care Officer or the appropriate Director of Services.

You may choose to submit your complaint at any stage to the Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2.

PROCESS FOR HANDLING COMPLIMENTS:

If you feel you have received a great service from Kildare Local Authorities, or you wish to thank a member of staff for their assistance, please do not hesitate to let us know as we would be delighted to hear from you.

You can do this by e-mailing our Customer Care Unit; customer-care@kildarecoco.ie or drop a line to the Customer Care Officer, Áras Chill Dara, Devoy Park, Naas, Co. Kildare.

The compliment will be immediately forwarded to the relevant section or person.