

Dealing with a Complaint / Compliment

from a Citizen Relating to a member of Staff

Where a complaint is received from a citizen relating to a member of staff of Kildare Local Authorities, departments will be afforded every opportunity to resolve the matter internally. However, the Customer Care Unit will be involved with complaints where:

- The initial complaint comes directly to the Customer Care Unit, in which case it will be forwarded to the relevant department to have the matter resolved locally first.
- The citizen wishes to appeal the decision of a department relating to a complaint.
- The complaint comes from the Office of the Ombudsman.
- The complaint is made under the Equal Status Act 2000.
- The complaint is made under Part 3 of the Disability Act 2005.

STAGE 1

- Complaint received and logged in the Customer Care Unit.
- Acknowledgement sent out, by the Customer Care Unit, to the complainant within three days.
- The acknowledgement will include a note telling complainant that as far as possible a response will be issued by the relevant department within a four-week period. Where a longer period is required the complainant will be informed.

STAGE 2

- Complaint forwarded to the relevant department head for direct reply within four weeks.
- A copy of the complaint will also be sent to the individual staff member against whom the complaint is made on date of receipt or the following day at the latest.
- The complaint should be examined by the department in association with the staff member, following which an appropriate response will issue to the complainant. A copy should be forwarded to the Customer Care Unit.

STAGE 3

- A customer who is not satisfied with the manner in which the complaint has been handled may appeal to the Customer Care Officer. Appeals will be determined following investigation by the Customer Care Officer or the appropriate Director of Services.
- The complainant will be advised of a right to refer the issue to the Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2.

ADVICE NOTE TO DEPARTMENTS

Each department is responsible for drafting its own response letter to the complainant. However, the following should be taken into account when drafting a response to the complainant:

- All complaints should be investigated fully in an open and fair manner.
- Anonymous complaints - such complaints will not be entertained.
- The wording and format of letters to be based on samples produced.
- All policies and procedures will be reviewed on an ongoing basis.

COMPLIMENT RELATING TO MEMBER OF STAFF WITHIN KILDARE LOCAL AUTHORITIES

If you wish to compliment or thank a member of staff for their assistance, please let us know and we will gladly pass on your comments.

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

The compliment will be immediately forwarded to the relevant person.



Dealing with a Complaint / Compliment

from a Citizen relating to the Quality of Service delivered by Kildare Local Authorities

Where a complaint is received from a citizen relating to the quality of service delivered by Kildare Local Authorities, departments will be afforded every opportunity to resolve the matter internally. However, the Customer Care Unit will be involved with complaints where:

- The initial complaint comes directly to the Customer Care Unit in which case it will be logged and forwarded to the relevant department to have the matter resolved locally first.
- The citizen wishes to appeal the decision of a department relating to a complaint.
- The complaint comes from the Office of the Ombudsman.
- The complaint is made under the Equal Status Act 2000.
- The complaint is made under Part 3 of the Disability Act 2005.

STAGE 1

- Complaint received and logged in the Customer Care Unit.
- Acknowledgement sent out, by the Customer Care Unit, to the complainant within three days.
- The acknowledgement will include a note telling complainant that as far as possible a response will be issued by the relevant department within a four-week period. Where a longer period is required the complainant will be informed.

STAGE 2

- Complaint forwarded to the relevant department head for direct reply within four weeks.
- Following a full investigation the department must reply directly to the complainant. In the response it may be necessary to issue an apology for the manner in which the service was delivered. The complainant will be advised of a right to appeal the decision to the Customer Care Officer.
- The response which will issue from the relevant department will be sent directly to the complainant with a copy sent to the Customer Care Unit.
- When a complaint is upheld by the department appropriate remedial action should be taken.
- If the complainant alleges fraudulent activity, the matter will be referred to the County Manager who will determine the appropriate action.

STAGE 3 - REDRESS

- A customer who is not satisfied with the manner in which the complaint has been handled may appeal to the Customer Care Officer. Appeals will be determined following investigation by the Customer Care Officer or the appropriate Director of Services.
- The complainant will be advised of a right to refer the issue to the Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2.

ADVICE NOTE TO DEPARTMENTS

Each department is responsible for drafting its own response letter to the complainant. However, the following should be taken into account when drafting a response:

- All complaints should be investigated fully in an open and fair manner.
- Where a complaint is upheld by the department, appropriate remedial action should be taken.
- Anonymous complaints – such complaints will be forwarded to the relevant department and the decision on any future action is at the department's discretion.
- The wording and format of letters should be based on sample letters supplied.
- All policies and procedures will be reviewed on an ongoing basis.
- The complaints and appeal procedure does not apply to decisions of Kildare Local Authorities where there is a statutory appeal process nor does it interfere with your rights under the Freedom of Information Act 1997.

COMPLIMENT RELATING TO QUALITY OF SERVICE DELIVERED

If you feel you have received a great service from Kildare Local Authorities and you wish to express your appreciation 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; customercare@kildarecoco.ie or dropping 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.