



Comhairle Contae Chill Dara

Kildare County Council

Customer Contact Form – How it works.

Location information

When you first access our Contact Us form, you can choose to “Allow” or “Block” finding your current location. If your issue relates to a specific location, there’s two ways to mark the location.

1. If you choose “Allow”, a blue pin  signifying your proximate location will be created and you can move the pin on the map below to find the correct location for the issue you want to report.

OR

2. Whether you have selected “Allow” or “Block” you can type in the address in the area indicated “*Enter full address or postcode*” and then select the relevant location from a list to show it on the map.

If you want to report an issue without a location, you can do so when you select “Block”, and then continue to complete relevant information on the site and select “Submit”.

Other map features

On the top right of the map clicking on “Road” changes the map view from Aerial, Bird’s Eye or Standard street map. You can use the + or – to zoom the map in or out.

Completing the form Fields indicated with * are required. Email address is required. You do not have to add a phone number, but providing one helps us to contact you, if clarification is needed.

You can submit a photo or document in the “*Upload Photo/Document*” area, which may assist an initial assessment of the issue. There is a size limit of 20mb per attachment.

What happens then? On submitting your issue, an on-screen confirmation of receipt appears, with a case reference number. Please quote this case reference number in the subject line of any further email communications with us.

Your case will be assessed in our Customer Relationship Management system, during normal working hours and assigned to the correct service area. You will then receive an email identifying the name of the Department and Section dealing with the matter.

Whatever the issue might be, this is the quickest and easiest way to make us aware of it.

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