

## Foirm Gearáin

## Complaint Form

Tá an foirm seo le fáil i gcló mór chomh maith / This form is also available in large print.  
Tá míle fáilte an fhoirm seo a líonadh i nGaeilge.



## Comhairle Chontae na Gaillimhe Galway County Council



### 1. Sonraí an ghearánaí / Complainant details

Dáta / Date

Ainm / Name			
Seoladh / Address			
Fón / Telephone		R-phost / Email	

### Gearáin agus Leigheas

Léiríonn gearán fúinn nach bhfuil tú sásta leis an mbealach atá muid ag plé leat. Pléfaidh muid le gearán áit a ndearna muid cinneadh nó gníomhaíocht bainteach le soláthar seirbhíse nó cur i gcrích feidhm nach bhfuil, a deirtear, ag cloí le rialacha, cleachtas nó polasaí nó prionsabail ghinearálta ghlactha cothromais agus cleachtas maith riaracháin agus a chuirfeadh as don duine bainteach.

Cuirfear freagra chugat laistigh de 15 lá oibre.

Is féidir aisfhothú a chur ar fáil faoi sheirbhís a fuair tú ar fhoirm ar líne thuairim chúram custaiméara agus tá seo ar fáil ar [www.gaillimh.ie](http://www.gaillimh.ie).

### Complaints and Redress

A complaint against us indicates your dissatisfaction with the manner in which we have dealt with you. We will address a complaint where a decision or action is taken by us which relates to the provision of a service or the performance of a function which, it is claimed, is not in accordance with our rules, practice or policy or the generally accepted principles of equity and good administrative practice and which adversely affects the person concerned.

You will receive a response within 15 working days.

It is also possible to provide feedback on the service you received using our on-line customer care comment form located on [www.galway.ie](http://www.galway.ie)

### Úsáid oifigiúil amháin / Official Use Only

Dáta a fuair an gearán / Date complaint received: \_\_\_\_\_  
Dáta admhála / Date acknowledged: \_\_\_\_\_  
Dáta a d'eisigh an cinneadh / Date Decision issued: \_\_\_\_\_

## Gearán / Complaint

Please return this form to the most relevant Section or Unit that you wish to make a complaint about, alternatively..

**Seol an fhoirm ar ais chuig:**

Gearáin Custaiméara  
Aonad Gnóthaí  
Corparáideacha & Cultúrtha  
Comhairle Chontae na Gaillimhe  
Áras an Chontae  
Cnoc na Radharc  
Gaillimh

**Return completed form to**

Customer Complaints  
Corporate & Cultural  
Affairs Unit  
Galway County Council  
Áras an Chontae  
Prospect Hill  
Galway

☎ (091) 509000

📠 (091) 509010

general@galwaycoco.ie

[www.gaillimh.ie](http://www.gaillimh.ie) [www.galway.ie](http://www.galway.ie)