

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

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.