



Comhairle Chontae na Gaillimhe
Galway County Council

Customer Charter

Tá an doiciméad seo le fáil i gcló mór chomh maith

This document is also available in large print

Tá leagan Gaeilge den doiciméad seo ar fáil a í a iarraidh

What you can expect from Galway County Council

- **Quality Service Standards:**

We will publish a statement that outlines the quality of service you can expect from us. If we can't meet our quality service standards, we'll tell you and explain the reasons.

- **Equality and Diversity:**

We will treat all our customers equally and with dignity. We aim to make our services accessible to everyone.

- **Physical Access:**

We will provide clean, accessible public offices that meet all health and safety standards. This includes making sure that our offices are accessible for people with disabilities and others with special needs.

- **Information:**

We will provide clear, accurate and up-to-date information about our services at all our office locations and on our website. Also, we will continually work to make our forms easy to understand.

- **Correspondence:**

If we need to write to you, we will make sure to give you a contact name in all correspondence.

- **Timeliness and Courtesy:**

We will deliver our services with courtesy, sensitivity and, if possible, without delay. If there is a delay, we will do our best to keep it to a minimum.

Also, we ask our customers to treat staff and other members of the public with courtesy and respect.

- **Complaints:**

We accept there could be times when a service might not operate as well as we would like it to. Therefore, if you have a complaint about a service or about accessibility, we will provide a transparent and simple-to-use complaints procedure to deal with your issue. We will provide details of this procedure at all service points and on our website.

www.gaillimh.ie / www.galway.ie

- **Consultation and Evaluation:**

We value your opinion and feedback – it helps us to make improvements to our services. We will do our best to make it as easy as possible for you to be included in consultations and discussions about services.

- **Choice:**

If possible, we'll give you a choice of how you can access a service. We will use technology to provide online access to services where we can. Also, if it's possible, we will offer you a choice of ways to pay for services.

- **Official Languages Equality:**

We will provide our services to customers through Irish or English in accordance with our language policy – Scéim Teanga

- **Working with others – partnerships:**

We will work closely with other public service organisations to make sure that you get a better public service.

- **Internal Customers**

We recognise our staff as internal customers and we value their opinion and feedback. We will use our Customer Services Officers Group and other communication channels to include staff in discussions about services.

For more information, please see our Statement of Quality Service Standards and Customer Services Strategy available at any office, or on:

www.gaillimh.ie / www.galway.ie

Contact 091-509000 or customerservices@galwaycoco.ie or gaeilge@cocogaillimh.ie