

Who can make a complaint?

You can make a complaint if you feel that:

- You have been unfairly treated by the Council.
- That a service to which you believe you are entitled is not being provided.
- That a service being provided is inadequate.
- That a decision made in relation to you is incorrect, or did not take all factors into account.
- That a request for service/information has been ignored.

Areas excluded from the Council's complaints system

- Areas where formal appeal/complaints procedures apply; e.g. a planning decision must be appealed via An Bord Pleanála.
- Areas where Freedom of Information applications are made under the Acts 1997/2003/2014.

How do I make a complaint?

You can make a complaint:

- On this official complaints form.
- Via e-mail to customerservices@limerick.ie
- Via our website www.limerick.ie/council-service-group/customer-services
- By post to the Customer Services Co Ordinator, Corporate Services, Limerick City & County Council, Merchant's Quay, Limerick.



Customer Services Co Ordinator,
Corporate Services,
Limerick City & County Council,
Merchant's Quay.
Limerick.



**COMPLIMENTS,
COMMENTS, and
COMPLAINTS
FORM**

You may use this form to make a compliment/comment/complaint about the service you received from Limerick City & County Council, or about the manner in which the service was provided. This form should be posted to us directly using the FREEPOST facility:

Name:.....

Address:.....

Telephone Number:

Email Address:

Name of Person or Department you have previously contacted in relation to this matter

Note: All communication with you will be sent to you electronically. Please tick this box, if you do not wish to communicate in this manner

Please state the nature of your compliment, comment or complaint:

.....

Use additional sheet(s) if necessary

If I am not happy with the service I received, what can I do?

1. If you are dissatisfied with the service you received or the outcome of an application you made, you must first discuss it with the service department concerned, and follow any internal appeal procedure the service may have.
2. If you are still dissatisfied with the response, you may refer your complaint to the Council's Customer Services Liaison Officer on this form. A formal complaint will not be accepted unless it has been investigated by the department first. We will acknowledge your complaint within five working days, and respond to you within fifteen working days. If we are unable to respond to you within the fifteen days, we will advise you why.
3. If you are unsatisfied with the response from the Customer Services Liaison Officer you may lodge an appeal to the Senior Executive Officer, Corporate Services, Merchants Quay, Limerick.
4. Finally, you may appeal the matter in writing to: The Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2.

The Council's Customer Charter is also available to you on our website or at our Customer Services desks in Dooradoyle, Merchants Quay, Kilmallock, Newcastle West and Rathkeale. Please ask for a copy.

Limerick City & County Council
 Customer Services Department, Merchant's Quay,
 Limerick
 Tel: 061-496200
 e-mail: customerservices@limerick.ie



@LimerickCouncil