



CUSTOMER SERVICES DEPARTMENT

Roles, Responsibilities and Functions

Overview

The Customer Services department was established in 2014 to ensure that there was no change in service delivery to our customers while the new Limerick City and County Council was being established. The department has grown to now to being the first point of contact to services for the Council and aims to resolve information and service requests as far as possible for our customers and citizens at that initial contact.

Function

Responsible for delivery of quality customer service to our customers and citizens who wish to access services of the Council.

Responsible for this service delivery via counter, telephone, e mail, <http://www.fixyourstreet.ie/> and twitter.

Details of Services, Grants and Schemes

- Residential Parking Permits for Limerick City are administered by Customer Services and full details can be accessed via this link: <https://www.limerick.ie/council/residential-parking-permits>
- Permits to burn Agricultural Vegetation are issued by Customer Services and full details can be accessed via this link: <https://www.limerick.ie/council/burning-waste-illegal>
- Complaints regarding service delivery by the Council can be made to Customer Services Complaints Officer. Full details on how to make a complaint are contained in the following link: <https://www.limerick.ie/council/compliments-comments-and-complaints>
- All Motor Tax phone calls are answered by Customer Services.
- Customer Services is the initial access point to all services and information for the Council, the department therefore provides support for all services delivered.

Legislation

- [Freedom of Information Act 2014](#), and the [Data Protection Act 1988](#) as amended by the [Data Protection \(Amendment\) Act 2003](#).


Records held

- General information regarding services delivered including FAQs, forms, processes.
- Operation Level Agreements between internal departments for the running of services on their behalf.
- Staffing, procurement and budgetary records.

Structure

- Director of Customer Services
- Head of Customer Services
- Customer Services Manager
- 2 Team Leaders
- 18 Full time equivalent staff

Locations and Contact Details

- Customer Services, Limerick City and County Council, Dooradoyle, Limerick.
- Customer Services, Limerick City and County Council, Merchants Quay, Limerick.
- Telephone: 061/496200
- E mail: customerservices@limerick.ie
-  @LimerickCouncil

Strategies and Plans

- [Limerick City and County Council Corporate Plan 2015-2019](#)

Service Level Agreements/Memorandum of Understanding

- Operational Level Agreements with internal departments for delivery of services on their behalf.

Details of any research projects and copies of final reports of the research

- N/A

Any Commercial Publications and relative charges

- N/A