

THE CUSTOMER'S ROLE

In order to get the best possible service from us we would ask that you note the following:

- You should quote reference numbers where available when corresponding with the Council
- You should ensure that application forms are submitted on time
- You should check that all forms are fully and accurately completed with all the requested documentation attached
- You should inform us of any change in circumstance which might affect the decision made by us

The Council operates a contact center for the management of our main phone number and customer interaction.

It is necessary to provide our staff with your name/exact nature of your query to enable us to handle your request effectively.

Failure to provide this information means that we may not be in a position to handle your request.

We aim to provide a high quality of service in a safe and secure environment. In order to achieve this, we ask our customers to note that the following behaviour will not be accepted:

- The use of offensive, threatening or inappropriate language towards staff and/or members of the public
- The use of violence or the threat of violence towards staff and/or members of the public
- Behaviour which is disruptive or unreasonably persistent
- Malicious damage to and/or theft of Limerick City & County Council property
- The use of alcohol and illicit drugs while using Limerick City & County Council facilities
- Smoking and vaping, unless in designated areas
- Littering
- Photography and filming, without permission
- Personal property being left unattended while using Limerick City & County Council facilities
- Children must be supervised at all times while using our facilities

Action may be taken to limit your contact with our offices depending on the nature of the behaviour. This may include;

- Advising that you contact us by letter only
- Advising that you only make contact with a named staff member
- Advising that you call by telephone only on certain days and times
- Limiting your access to the office
- Advising that you enter an agreement about your future conduct
- As a final option, terminating all contact with you if this behaviour shows no signs of stopping
- In all cases, we will write to tell you why we believe your behaviour is unreasonable and what action we propose to take. If the behaviour is so extreme that it threatens the immediate safety and welfare of Council staff or others, we will consider other options. These could include, reporting the matter to An Garda Síochána or instigating legal action. In such cases, we may not give you prior warning of that action.

CUSTOMER COMPLAINTS & APPEALS PROCEDURE

If you are not satisfied with the standard of service provided by Limerick City & County Council, or are unhappy with the manner in which you were treated, please tell us.

Our Customer Complaints process allows you to make a comment, suggestion or complaint to Limerick City & County Council. A copy of our complaints form is available through our Customer Service desks at our offices in Dooradoyle and Merchants Quay and via our website www.limerick.ie

You can also e mail your complaint to: customerservices@limerick.ie or write to us at:

**Customer Services Manager,
Limerick City and County Council,
Merchants Quay,
Limerick.**

OUR WEBSITE

Our website is easy to navigate and simplified while offering good quality and cost effective customer service. It provides relevant and easily accessible information.

“**My Limerick**” is a secure account that can be used by citizens, businesses and visitors to discover digital content about Limerick and also to carry out transactions with Limerick City and Council in a single integrated platform. It adds more flexibility for the digital citizen and it is the channel for accessing online services provided by the Council.

You can register for ‘My Limerick’ at <https://www.limerick.ie/user/register>



CUSTOMER SERVICE CHARTER

QUALITY CUSTOMER SERVICE STRATEGY

OUR OBJECTIVE

We are committed to delivering the best quality Customer Service experience by trying to resolve your query at the first point of contact where possible.

OUR STRATEGIES

- Make it clear to all our Customers what level of service you can expect from Limerick City & County Council and our staff
- Use the resources we have effectively, to deliver the best standard of services we can, based on our customer needs
- Learn from situations when a service is not consistent or does not operate as well as we could like
- Let our Customers know if we are consistent in maintaining high standards by actively seeking Customer feedback and reviewing our performance.
- Developing and investing in well trained and motivated customer focused staff

Full details are available on our website www.limerick.ie

CUSTOMER CHARTER

WHAT WE PROMISE TO YOU

Our Customer Charter outlines the nature and quality of service which customers can expect when interacting with the Council.

- Limerick City & County Council is committed to delivering an efficient courteous and quality service to its customers.
- We will treat all our customers equally ensuring that there is no discrimination on any grounds.
- We will be sensitive to our customers' needs

Written CORRESPONDENCE and EMAIL

- For letters and emails that require an acknowledgement we aim to do so within 2 working days of receipt
- We will endeavour to issue a response within 15 working days
- Email correspondence can be made to customerservices@limerick.ie

SERVICE IN IRISH

We will accommodate our customers who wish to conduct their business through Irish

INFORMATION

We will to provide information that is clear, timely and accurate at all our service locations. We will meet the requirements of people with specific needs where possible

CHOICE

We will continue to provide our services through a range of customer contact channels providing choice for customers so they can access services how, when and where is most convenient for them.

CONSULTATION & EVALUATION

Limerick City & County Council is committed to consulting with its customers and to evaluating its services and welcomes feedback.

COMPLAINTS/QUERIES

We will deal with complaints/queries openly and fairly

OUR PERFORMANCE

We will evaluate our performance against the commitments in this Charter and continue to review our Customer Services