Comhairle Cathrach & Contae Luimnigh
Limerick City & County Council

Customer Code of Conduct

Limerick City & County Council commits to delivering the best possible service to you in an effective and respectful manner.

In order to help us to keep our commitment, we expect that you treat staff in a courteous, civil and fair manner in all your dealings with us, whether that is in person, by phone, in writing or online.

We will not accept:

- 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.