



COMHAIRLE CONTAE AN CHLÁIR
CLARE COUNTY COUNCIL

Customer Service Complaints Form



Comhairle Contae an C
Clare County Coun



Clare County Council is committed to providing a quality service to all our customers and service users. Every effort is made by our staff to ensure that high quality services are delivered in a fair, open, efficient and courteous manner. However, there may be occasions when you feel that we have not achieved this aim and you may not be satisfied with the quality of service provided.

Clare County Council has a complaints and appeals procedure aimed at ensuring a positive outcome to all complaints. The emphasis is on a swift resolution.

What is a complaint

A complaint exists where a person feels that the manner in which they were dealt with by Clare County Council was not in accordance with good administrative practice.

Your privacy

Persons making a complaint should indicate if they wish for their issue to be dealt with in confidence. Suitable arrangements will be made for any person wishing to speak in person to the Customer Care Co-ordinator. Our privacy statement is available to view at [http://www.clarecoco.ie/\[info\]/privacy-statement/](http://www.clarecoco.ie/[info]/privacy-statement/)



If you are not satisfied with a service provided by Clare County Council or feel improvements could be made, you should immediately contact the staff involved who will endeavour to resolve the situation locally.

How to make a complaint

Send your complaint in writing or complete the enclosed complaint form and return it to the Customer Care Co-ordinator by leaving it in reception or by post to:

Customer Care Co-Ordinator

Áras Contae an Chláir, New Road, Ennis, Co.Clare, V95 DXP2.

You can also forward your complaint by:

Email: CustomerCareCoordinator@clarecoco.ie

The Customer Care Co-ordinator will acknowledge your concern within five working days and arrange to have your issue investigated thoroughly. You should receive a response within twenty-one working days. Sometimes, cases take longer to resolve but you will be advised of the progress.

If you are not satisfied with the response from the Customer Care Co-ordinator, you can appeal the decision by addressing your complaint to:

Senior Executive Officer, Corporate Services,

Clare County Council, Áras Contae an Chláir, New Road, Ennis,
Co. Clare, V95 DXP2.

The Senior Executive Officer will re-examine the complaint.

If you are not satisfied with our final response, you can contact:

Office of the Ombudsman,

6 Earlsfort Terrace, Dublin 2, D02 W773

Tel: +353 1 639 5600 or Lo-call: 1890 22 30 30 (charges may vary)

Email: complaints@ombudsman.ie

Twitter: @OfficeOmbudsman

SECTION 1: About you

If you would like to make a complaint about any aspect of the services provided by Clare County Council, please complete this form.

A: Your details	
Title: Mr / Mrs / Miss / Ms / If other please state:	PPS Number (if relevant):
First Name:	Last Name:
Phone Number:	Email:
Address:	
Eircode:	

Consent

I hereby give consent for my personal data to be processed in relation to dealing with this complaint.

Signature:	Date:
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How to withdraw your complaint.

Please email CustomerCareCoordinator@clarecoco.ie if you wish to withdraw this complaint at any stage.

B: If you are complaining on behalf of someone, please give their details below:	
Title: Mr / Mrs / Miss / Ms / If other please state:	PPS Number (if relevant):
First Name:	Last Name:
Phone Number:	Email:
Address:	
Eircode:	

We require the person affected by the complaint to sign the consent below, giving you authority to submit the concern on their behalf.

If they are unable to sign for any reason, please tell us why below.

Consent

I authorise the person named in Part A to make a complaint on my behalf to Clare County Council. I understand that Clare County Council may give personal information about me and my concern to this named person.

Signature:	Date:
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SECTION 2: About your complaint

1. Please specify the Clare County Council service which is the focus of your complaint:

2. Please name the location/department your concern refers to:

3. When did the action/incident you are complaining about take place?

Date __/__/____

4. What aspect of the service do you wish to complain about?

Please give us the main points of your complaint.

Tell us why/how you think Clare County Council did not meet the required performance standard in this case.

Please outline the consequences as a result for you...

Please specify the desired outcome...

If you need more space, please attach a separate sheet.

[illegible]

Signature:

Date:



COMHAIRLE CONTAE AN CHLÁIR
CLARE COUNTY COUNCIL

**Áras Contae an Chláir,
New Road, Ennis, Co. Clare, V95 DXP2**

Telephone: 065 682 1616

Email: CustomerCareCoordinator@clarecoco.ie

Follow us on:     

Help us to help you...

In all correspondence, please quote any existing application or query reference numbers and please ensure a daytime telephone/email address is also provided.

