

Iarraimidne ortsa

- Plé lenár bhfoireann le cúirtéis
- Do chuid riachtanas a mhíniú chomh soiléir agus is féidir
- Réamh-chomhfhreagras nó uimhreacha tagartha a lua nuair is ann dóibh
- Eolas nua nó athruithe ar chúinsí a chur in iúl dúinn
- Eolas/ foirmeacha iarratais a chur isteach chugainn in am, maraon le gach doiciméad cuí
- Aiseolas a thabhairt dúinn ar sheachadadh ár seirbhísí.

Ní ghlacfar le

- Cur isteach ar ghnó Údaráis Áitiúla Chiarraí
- Drochíde bhéil nó choirp don bhfoireann
- Ciapadh ar bhaill foirne
- Úsáid mhíchuí a bhaint as oifigí agus sealúchas na Comhairle ná damáiste a dhéanamh dóibh.

What we require from you

- For you to treat our staff with courtesy
- To explain your requirements as clearly as possible
- To quote previous correspondence, or reference numbers where available
- To alert us to any new information or change in circumstances
- To submit information/application forms on time, with all relevant documentation
- To give us feedback on the delivery of our services.

What we will NOT tolerate

- Disruption of the business of Kerry Local Authorities
- Abuse of staff, either physical or verbal
- Harassment of staff members
- Inappropriate use of, or damage to Council offices or property.

Mura bhfuil tú sásta le caighdeán na seirbhíse a cuireadh ar fáil, nó leis an mbealach a pléadh leat, cuir in iúl dúinn é. Is féidir ráiteas, moladh nó gearáin a dhéanamh le hÚdaráis Áitiúla Chiarraí faoin ár bpróiseas do ghearáin chustaiméara.

Breis eolais: glaoigh ar ár nOifigeach Seirbhísí Custaiméirí
Teil: 066 7183925
R-phost customerservices@kerrycoco.ie

If you are not satisfied with the standard of service provided, or are unhappy with the manner in which you were treated, tell us. Our customer complaints process allows you to make a comment, suggestion or complaint to Kerry Local Authorities.

Please contact our Customer Services Officer for further information
Tel: 066 7183925
Email: customerservices@kerrycoco.ie

Comhairle Contae Chiarraí, Áras an Chontae, Trá Lí
T: 066 7183500 F: 066 7122466 E: kcc@kerrycoco.ie

Comhairle Baile Thrá Lí, Prince's Quay, Trá Lí
T: 066 7121633 F: 066 7124620 E: townclerk@traleetc.ie

Comhairle Baile Chill Airne, Halla an Bhaile, Cill Airne
T: 064 31023 F: 064 34187 E: townclerk@killarneytc.ie

Comhairle Baile Lios Tuathail, Áras an Phádraig, Lios Tuathail
T: 068 21004 F: 068 22453 E: townclerk@listoweltc.ie



www.kerrycoco.ie

ÚDARÁIS ÁITIÚLA CHIARRAÍ

ag obair duit, ag obair leat

KERRY LOCAL AUTHORITIES

working for you and with you

Cairt Chustaiméara

Customer Charter



www.tralee.ie



www.killarney.ie



www.listowel.ie

Cuireann Údaráis Áitiúla Chiarraí réimse ilghnéitheach seirbhísí ar fáil do mhuintir Chiarraí.

Tá sé de rún againn seirbhís ar ardchaighdeán, atá éifeachtach, comhbhách, cothrom, iniatach go sóisialta agus gan idirdhealú, a chur ar fáil dár gcustaiméirí uile. Tá de cheart ag ár gcustaiméirí go gcaithfí go cúirteiseach, cairdiúil, cuiditheach leo. Tá sé mar aidhm againn déileáil go pras le gach ceist, le haird cuí ar rúndacht agus ar phríobháideachtas. Cuirfear rochtain do chách chun cinn in ár gcuid seirbhísí.

Geallaimid

- Déileálfaimid lenár gcustaiméirí uile ar bhealach cothrom agus oscailte
- Cuirfimid seirbhis chairdiúil chuiditeach ar fáil
- Beidh meas againn ar rúndacht ár gcustaiméirí agus an t-eolas a bhaineann leo
- Cuirfear eolas soiléir cruinn ar fáil do chustaiméirí
- Déanfar freagairt ar gach iarratas custaiméara go pras agus go cothrom
- Beidh aird ag Údaráis Áitiúla Chiarraí ar Reachtaíocht Comhstádais agus iad ag déileáil le custaiméirí
- Déanfaimid ár ndícheall ball foirne a chur ar fáil atá ábalta déileáil go sonrach le d'iarratas
- Déanfaimid ár ndícheall freastal ar chustaiméirí gur mian leo a ngnó a dhéanamh trí Ghaeilge.

Comhfhreagras scríofa

- Scríobhfaimid ar ais chugat, ag admháil go bhfuarthas do chuid comhfhreagais, laistigh de chúig lá oibre
- Tabharfaimid ainm agus sonraí teagmála an duine den bhfoireann atá ag plé le do chás duit
- Déanfaimid ár ndícheall freagra a chur chugat laistigh de 15 lá oibre.

Ar an Teileafón

- Freagrófar do ghlaoh a luaithe agus is féidir
- Cuirfidh baill foirne iad féin agus a roinn in aithne duit nuair a fhreagraíonn siad an fón
- Déileálfaimid le d'iarratas ar an bhfón chomh maith agus is féidir linn
- Déileálfaimid go béasach le do ghlaoh
- Freagróidh baill foirne teachtaireachtaí béal a fhágtar laistigh de dhá lá oibre.

Kerry Local Authorities provides a diverse range of services for the benefit of the people of Kerry.

We are committed to providing an excellent quality service to all our customers in an effective, caring, equitable, socially inclusive and non-discriminatory manner. Our customers are entitled to be treated with courtesy and in a friendly and helpful manner. We aim to deal with all issues promptly, with due regard to privacy and confidentiality. We will promote universal access in the delivery of all our services.

What we promise

- To deal with all our customers in a fair and open manner
- To provide a friendly and helpful service
- We will respect the confidentiality of our customers and their information
- Customers will be provided with clear and accurate information
- All customer queries will be responded to promptly and impartially
- Kerry Local Authorities will have regard to Equal Status legislation in its dealings with customers
- We will endeavour to provide a staff member who can specifically deal with your query
- We will endeavour to accommodate customers who wish to conduct their business through Irish.

Written Correspondence

- We will write back to you, acknowledging receipt of your correspondence within 5 working days
- We will give you the name and contact details of the staff member dealing with you.
- We will endeavour to issue a response within 15 working days.

Telephone Correspondence

- Your call will be answered as quickly as possible
- Staff members will identify themselves and their department upon answering
- We will deal with your query to the best of our ability over the phone
- We will deal with your call in a polite manner
- Staff members will respond to any voice messages left within two working days.