

# ***KERRY COUNTY COUNCIL CUSTOMER CHARTER***

## ***OUR CUSTOMERS***

The Customer Charter contains information on what our customers, elected representatives and citizens can expect from their dealings with Kerry County Council regarding delivery of service.

Kerry County Council is a service provider. This means that our role is to be of real service to our customers. We want to improve your quality of life and your physical environment in ways that do not compromise the quality of life for future generations.

Our Customers are the individuals, businesses or communities to whom Kerry County Council provide a service.

If you are affected by anything we do or if you have a reason to contact us, you are one of our customers.

## ***OUR COMMITMENT TO YOU***

- We are committed to providing an excellent quality service to all our customers in an effective, caring, equitable, confidential and non-discriminatory manner.

## ***COURTESY AND CONSIDERATION***

Our customers are at all times entitled to be served:

- Promptly and courteously
- With due regard to privacy and confidentiality
- In a friendly and helpful manner

## ***OPENESS AND IMPARTIALITY***

We undertake to:

- Deal with all our customers in a fair and open manner
- Discuss any aspect of your dealings with us
- Give you the information you need in a clear and easily understandable way.
- Explain how a decision was reached.
- Hold your personal details safely and securely, in line with our data commitments and in compliance with GDPR regulations.
- Provide a contact name and number on all communications to ensure ease of ongoing correspondence

## ***OUR PERFORMANCE***

We undertake to:

- Monitor and evaluate our performances.
- Examine the development and delivery of our services in order to meet the needs of our customers and staff.
- Train our staff to meet these needs on an ongoing basis.
- Adapt our service delivery as required.

## **ACCESS AND COMMUNICATION**

We will:

- Use simple clear language in application forms and information leaflets.
- Explain precisely the information required.
- Deal with your telephone call/e-mail/correspondence as quickly as possible, if your query cannot be answered promptly, we will reply to you within a stated time. If it is necessary to forward your query to another Section, we will advise you accordingly.
- Provide a suitable meeting facility to discuss queries in person, if required.
- Facilitate access for people with disabilities and special needs.

## **SERVICES IN IRISH**

- We welcome the use of Irish and in compliance with the Official Languages Act 2003 we will accommodate as far as practicable to all our customers who wish to conduct their business through Irish.

## **YOU CAN HELP US**

- Our aim is to give you a high quality service in a safe and secure environment. To achieve this, you are requested to treat our staff in the way that you would like to be treated. We will not accept.
- The use of offensive or inappropriate language towards staff or members of the public.
- The use of violence or the threat of violence towards staff or members of the public.

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***If you wish to submit a complaint, a hard copy is available from Corporate Services or alternatively you can submit your comment through our on line form or email [customerservices@kerrycoco.ie](mailto:customerservices@kerrycoco.ie)***

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**KERRY COUNTY COUNCIL  
WORKING WITH YOU**