

# **CUSTOMER CHARTER**

## **OUR COMMITMENT TO OUR CUSTOMERS**

To deliver an efficient, quality service to you in an effective and caring manner.

# When dealing with customers, we will adhere to the following core values:

- Courtesy and consideration.
- Equality, openness, accountability and impartiality.
- Meaningful and open consultation and explanations on how a decision was reached.
- Provide you with clear and accurate information.
- Privacy and confidentiality (as permitted by law).
- Staff trained to meet the needs of all of our customers.
- Physical access to well-maintained facilities for all our customers.
- Ensure the right of equal treatment established by equality legislation.
- Social Inclusion.
- Facilitate access for people with disabilities and special needs.
- Facilitate customers who wish to conduct their business through the Irish language or sign language.
- Continuous monitoring and improvement of our services.
- Prompt responses to complaints, in line with our procedure.

#### CUSTOMER CODE OF CONDUCT

- Customers are expected to treat Council staff in a professional, courteous and civil manner during all dealings with them.
- Customers are expected to provide full and accurate information, quoting reference numbers if available so that we can assess and meet your needs.
- Advise us of changes in circumstances/information.

## The following behaviour is not acceptable from customers/members of the public:

- Behaviour which is disruptive and interferes with the use and enjoyment of the facility by others
  or the capacity of the Council to deliver services.
- Harassment of staff, customers/members of the public by use of abusive, racist, sexist, homophobic, ageist, obscene or threatening language or behaviour against the Equal Status Acts.
- Bullying and harassment, including aggressive behaviour involving the use of violence or threat of violence towards staff, customers/members of the public.
- Inappropriate use of recording devices without due regard for the privacy rights of staff, customers and members of the public.
- Posting unacceptable comments or offensive material on social media platforms/sites about staff
  of the Council which refer to their role within the Council.
- Using mobile phones while transacting business in person.
- Malicious damage to our property or theft of our property.
- Use of alcohol and illicit drugs in Council's facilities.
- Smoking within our public offices and buildings.
- Personal property being left unattended whilst using our facilities.
- Failing to supervise children while using our facilities.
- Unreasonable and disruptive persistence: such as sending multiple emails, letters, phone calls, attending in person repeatedly on matters responded to, brought to finality or outside the remit of the Council.
- Unreasonable Demands: repeatedly insisting on outcomes that are unattainable.
- Abuse of complaints process for vexatious purposes, where appeals processes, for example, related to Planning or Housing assessments, have been exhausted.

ustomer Code of Conduct. Where a breach of the Code takes place, the Council der to ensure the protection of staff, customers/members of the public.
ck and suggestions about the service you receive. If you are dissatisfied with ontact the Line Manager of that service.
uncil have in place a Complaint Procedure for Customers dissatisfied with the eived. A copy of same can be downloaded from our Website or by e-mailing oco.ie.