



CORK CITY COUNCIL

COMHAIRLE CATHRACH CHORCAÍ

CUSTOMER CHARTER

Our Commitment to you

To deliver high quality services to you in an effective and caring manner.

Courtesy and Consideration

You are at all times entitled to be served:

- Promptly and in a courteous manner.
- With due regard to privacy and confidentiality.
- By helpful staff.

Openness and Impartiality

We undertake to:

- Deal with you in a fair and open manner.
- Discuss any aspect of your dealings with us.
- Explain how a decision was reached.
- Put in place a complaints procedure for customers dissatisfied with the quality of service received.

Access

We endeavour to:

- Provide clean, accessible public offices.
- Facilitate customers who wish to conduct their business through the medium of the Irish language, sign language or other language where possible.

Review

Our services will be continually reviewed and improved upon where necessary.

You can help us to help you

- By making comments, complaints or suggestions about the services you receive.
- By letting us know when we do something well.
- By providing full and accurate information.