

Customer Charter

Waterford City and County Council is committed to providing an efficient and courteous customer service whether by telephone, in person or through written correspondence.

Contact by telephone

- We will answer your call promptly
- If our phone lines are busy we will offer you a call back service
- We will give our name and section when answering calls
- We will transfer you to the correct person/section as efficiently as possible
- If we cannot answer your queries immediately, we will take your details and call you back, indicating when you can expect to hear from us. We will always give you a contact name or telephone number
- "Voicemail" facilities are available on all telephone extensions so you can leave a message, in the event that your call cannot be answered.
- We undertake to respond quickly to voicemail messages - within 48 hours at the latest
- The Council will maintain an out-of-hours contact service which will ensure that you have access to a round-the-clock telephone service for urgent issues.
- In order to deal with your call most effectively we will request your name and contact information.

Callers to our offices

If you visit our offices you can expect that we will:

- Ensure our public offices are clean, welcoming and accessible
- Ensure that the reception area is properly staffed during office opening hours
- Identify ourselves and be courteous and fair in all our dealings
- Respect your privacy and ensure that all matters are dealt with in a confidential manner

- Provide private interview room where possible and appropriate
- Deal with your enquiry as quickly as possible
- Aim to keep appointments punctually

You are requested to deal with our front-line staff as far as possible in relation to enquiries. For non-routine matters, or if you need to meet a specific person, you are advised that you should make an appointment in advance to ensure that the appropriate person is present and available.

Written and Electronic Correspondence

If you write to us with an enquiry you can expect that we will:

- Acknowledge your correspondence within 5 working days, providing a full response if possible, but, if not, providing the name and telephone number of the staff member who will be dealing with the issue
- Issue a comprehensive reply within 20 working days of our receiving your letter - this undertaking does not in any way affect statutory deadlines
- Use simple language and avoid the use of technical terms where possible
- Ensure that all correspondence carries a contact name and a contact number, and a reference number where appropriate
- Má scríobhann tú chugainn as Gaeilge, freagróimid i nGaeilge.

Social Media

If you comment or make a query on any aspect of our service via Social Media we will try to respond if such response would be helpful. We will attempt to make reasonable responses to posting on social media sites hosted directly by the council particularly via our Facebook and Twitter accounts.

Services in Irish

Customers wishing to conduct their business through Irish will be welcomed, with priority given to Motor Tax, the Library Service and website content as detailed in

Scéim na Gaeilge don Údarás Áitiúil, 2006 – 2009. We will aim that our policy documents and application forms for services are available in Irish.

Equal Status

We are fully committed to providing a service which ensures equality for all. In our dealings with customers we will ensure the rights to equal treatment, established by equality legislation, are upheld. Waterford City & County Council does not discriminate on the grounds of age, disability, gender, family status, marital status, race, religious belief, sexual orientation, or membership of the traveller community.

Applications/Claims

In making applications/claims you can expect that we will:

- Seek only necessary information and explain precisely what is required
- Make a decision as quickly as possible on receipt of a valid application (i.e. fully completed and supported by necessary documentation) and within statutory deadlines.
- Deal with all applications fairly and consistently in accordance with the relevant rules and regulations and give reasons for our decisions.

Feedback

Waterford City and County Council is committed to consulting with its customers and to evaluating its services. You can help us by:

- Providing comments, complaints or suggestions regarding the service you receive
- Completing and returning any customer survey forms that we may send you

Physical Access

We will provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and facilitate access for all our customers.

Accountability

We will monitor compliance and complete annual reviews of standards and performance and publish details of performance achieved against service indicators across the range of Council services in our Annual Report.

Help us to Help you

You can help us by:

- Quoting reference numbers when writing to us about an existing application or query
- Providing a daytime telephone number, email address or eircode in your correspondence if available
- Treating our staff in the way that you would like to be treated yourself

We welcome and encourage you to provide us with your views on our standard of service delivery. To assist us in meeting our service standards it would be appreciated if you would provide us with as much information as possible in dealing with your query. You are requested to quote any relevant reference number in all communications and to ensure that application forms are fully, accurately and legibly completed and signed prior to submission. Please ensure that all supporting documentation requested is submitted and that you advise us of any changes in circumstances which might have a bearing on your application. You are also requested to treat our staff in the way that you would like to be treated yourself.