Customer Code of Conduct

Waterford City and County Council aims to provide a high quality of service, in a safe and secure environment. It is our duty to ensure, insofar as it is reasonably practicable, the safety, health and welfare of all our employees.

This Code of Conduct has been established for all those who use our premises and facilities and who have dealings with Waterford City and County Council including customers, clients, business contacts and members of the public.

We ask our customers to note that the following behaviour will not be accepted in any of our facilities or in the provision of any of our services.

- Behaviour which is disruptive and interferes with the use and enjoyment of the facility or services by others.
- Harassment of staff or members of the public by use of abusive, racist, obscene or threatening language.
- Use of violence or threat of violence toward staff and/ or members of the public.
- Malicious damage to premises and/or theft of Waterford City and County Council property.
- The use of alcohol and illicit drugs.
- Smoking in public areas within Waterford City and County Council premises.
- Personal property being left unattended while using Waterford City and County Council facilities.

We ask our customers to ensure that all forms and documents presented to Council Staff are presented in a manner which you yourself would accept. We would also ask that Customers do not request staff to handle any personal property including phones.

Please help us to encourage the responsible and considerate use of Waterford City and County Council facilities by observing the Code of Conduct. We ask you to appreciate the facilities provided in our branch libraries, at our leisure and recreation centres and to take home your litter from our scenic areas, to respect the rules at playgrounds and to co-operate with our staff.

We ask you to follow this code of conduct while visiting any of our offices and facilities as our staff are entitled to expect courtesy from you in your dealings with them.