**Customer Complaints Procedure**

**Complaints**

Complaints in relation to the quality of any of our services should be made to the Customer Complaint Officer who will review the matter. A Customer Complaint Form is available in all of our public offices and on our website.

**Customer Complaints Officer**,

Corporate Services Department,

Waterford City & County Council, Civic Offices, Dungarvan, Co. Waterford. Phone : 0761 10 20 20

Email: [contact@waterfordcouncil.ie](mailto:contact@waterfordcouncil.ie) Website: <http://www.waterfordcouncil.ie/>

All complaints received will be acknowledged within 1 week and processed within 4 weeks. Where a mistake has been made an apology and explanation will be offered and every effort will be made to rectify the matter. Where a complaint highlights that our processes or procedures are deficient, every effort will be made to remedy the situation as quickly as possible. An appeals procedure in relation to customer complaints is also available.

If you feel your complaint has not been fully or fairly addressed by the Customer Complaints Officer, you may lodge an appeal to the:

**Administrative Officer**,

Corporate Services Department,

Waterford City and County Council, City Hall, The Mall, Waterford. Phone : 0761 10 20 20

Email: [contact@waterfordcouncil.ie](mailto:contact@waterfordcouncil.ie) Website: <http://www.waterfordcouncil.ie/>

We hope that we will be able to resolve your complaint satisfactorily.  However, if you remain unhappy with our response then you can refer your complaint to the Office of the Ombudsman.  The Ombudsman is fair, independent, and free to use.

The Ombudsman will ask you for details of your complaint and a copy of this letter/email (our final response to your complaint).  The best way to contact the Ombudsman is by:

·       **Clicking on the ‘Make A Complaint’ link at**[**www.ombudsman.ie**](https://www.ombudsman.ie/making-a-complaint/make-a-complaint/)

·       Writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773 or

·       Calling the Ombudsman on 01 639 5600 if you have any queries or if you need help making your complaint.