



Comhairle Contae
Ros Comáin
Roscommon
County Council

Customer Complaint Form

This Customer Complaint Form is available at all Offices of Roscommon County Council and is also available on our Website at www.roscommoncoco.ie.

NAME _____

ADDRESS _____

TELEPHONE: Home: _____ Work: _____ Mobile: _____

DETAILS OF COMPLAINT: (Include date, location, relevant department and any other relevant information)

SIGNED: _____ DATE: _____

Roscommon County Council is committed to providing an efficient and courteous service to all of our Customers. Anyone wishing to make a complaint in relation to the quality of any of the services or activities of Roscommon County Council should complete this Customer Service Complaint Form and submit the completed Form to:
Designated Appeals Officer, Corporate Affairs Department, Áras on Chontae, Roscommon, Co. Roscommon, F42 VR98.

Phone : (090) 6637152 Fax: (090) 6632599

Email: customerservice@roscommoncoco.ie

Making a complaint will not in any way affect any future dealings which you may have with Roscommon County Council.

CUSTOMER CARE CODE OF PRACTICE FOR COMPLAINTS AND APPEALS

Roscommon County Council is a service orientated organisation committed to the provision of a high quality service to all its customers and service users. Every effort is made by our staff to ensure that our services are delivered to the highest possible standard in a professional and courteous manner.

However there may be occasions when you may feel that we have not achieved this aim and you may not be satisfied with the quality of service provided or a particular decision reached. A formal complaints and appeals code of practice has been developed. We undertake to investigate your complaint promptly in a fair and confidential manner.

Definition of a complaint:

A complaint may be defined as a service or action requested previously and the response received, was, in the opinion of the complainant:

- not in accordance with the rules, practice, or policy of the organisation;
- adversely affects the person concerned; or
- no response received.

Are there areas that are not covered by the Complaints System?

Yes, there are some areas that are excluded from the Complaints System. The complaints procedure will not apply where decisions are based on either legislation, statutory procedures or adopted policies for which there are separate appeals procedures or any other matter which has a separate appeals procedure.

How do I make a complaint?

A complaint may be made in writing, by fax, by telephone, online or in person.

How to contact Roscommon County Council with a complaint

If you have a problem or unhappy with a decision or any aspect of our service, we want to know about it so that we can try to resolve it. In the first instance you should always contact a member of staff in the relevant section/service area in an effort to have your situation/problem resolved. Roscommon County Council has put in place a simple three-step procedure for dealing with complaints:

Stage 1 - the informal approach:

In the first instance, it is best to contact the person you have been dealing with and explain your complaint. Most problems can be resolved this way. Have you contacted this person?

Stage 2 – contact the Department Head:

If you feel you need to pursue your complaint further, you may contact the Department Head who will fully investigate the matter. Have you contacted this person?

Stage 3 - contact the Designated appeals Officer,

How do I know my complaint has been dealt with?

Your complaint will be acknowledged within 5 working days. We will reply to all complaints. Following receipt of an acknowledgement letter, a full response will be sent out within four weeks. Some complaints will take longer to resolve. If we cannot respond fully within four weeks we will keep you informed and updated on the progress of our investigation.

If I am not happy with the response received what can I do?

If having contacted the designated the Designated Appeals Person, and you are still dissatisfied with the decision, you can request in writing to have your complaint reviewed by a Director of Services appointed by the Chief Executive. The complaint will be examined objectively by the Director who will not have been involved in the original decision. The Director will acknowledge your complaint and undertake a full review of the matter.

If you are dissatisfied with the final response regarding your complaint, you may contact the Office of the Ombudsman. The details are as follows:

**Office of the Ombudsman,
6 Earlsfort Terrace, Dublin 2, D02 W773
Tel: 01 639 5600
Lo-Call: 1890 223 030
E-mail: complaints@ombudsman.ie**