







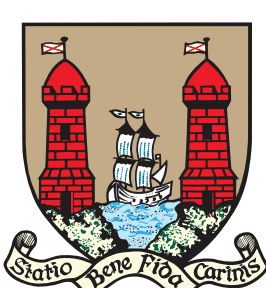
Cork City Council Customer Charter

This Charter shows how providing high quality customer service and care is a key priority for Cork City Council. Cork City Council remains committed to providing an excellent quality of service for all our customers in an effective, fair, respectful, confidential, and non-discriminatory manner.

The Customer Charter sets out the principles of quality customer service you may expect from Cork City Council.

	<p>Quality service standards</p> <p>We will ensure compliance with the quality service standards.</p>		<p>Seek your views</p> <p>We will seek your views and encourage and help you to take part in how we develop, provide and evaluate our services.</p> <p>We will monitor and evaluate our services and performance against the commitments in this charter. We will continue to review our customer services.</p> <p>We will encourage our customers to provide feedback about the quality of service they have received from us.</p>
	<p>Equality, diversity and human rights</p> <p>We will ensure equal treatment of all and embrace and foster the City's diversity and strive for equal outcomes for all groups, in line with our Public Sector Duty on quality and human rights. We will work to improve access to services for people experiencing poverty and social exclusion.</p>		<p>Accountability</p> <p>We will provide our services with honesty and integrity to the highest professional standards. We will make sure we make decisions in the best public interest.</p> <p>We will monitor our compliance by completing annual reviews of our standards and performance. We will publish details of performance achieved.</p>
	<p>Services in Other Languages</p> <p>We will try to accommodate our customers who wish to discuss their business through Irish or Irish sign language and other languages.</p>		<p>Council Employees</p> <p>We will make sure we all see our colleagues in the council as customers too. We will provide them with training and support. We will ask them what makes their work more effective for delivering services.</p>
	<p>Openness and impartiality</p> <p>We will deal with you in a fair and open manner. We will discuss any aspects of your dealing with us, and we will explain how a decision was reached.</p>		<p>Timelines and Courtesy</p> <p>We will treat all our customers promptly, courteously, and with sensitivity.</p> <p>We will protect their privacy and confidentiality as much as we can.</p> <p>We will be professional and helpful.</p> <p>We will provide staff contact details to make sure it is easy for customers to contact staff if they need to.</p>
	<p>Physical access</p> <p>We will provide clean, accessible public offices that comply with occupational and safety standards and facilitate access for people with disabilities and special needs.</p>		<p>Complaints and Appeals</p> <p>We will provide customers with an accessible, transparent, and user-friendly complaints and appeals procedure. This is for people who are unhappy with our quality of service.</p>
	<p>Better Coordination</p> <p>We will encourage a more integrated approach to the delivery of services to our customers.</p>	<p>You can find details of how to make a complaint at:</p> <p>Contact Details:</p> <p> Cork City Council, City Hall, Anglesea Street, Cork, T12 T997</p> <p> +353 21 4924000</p> <p> www.corkcity.ie</p>	
	<p>Choice</p> <p>We will provide choices in:</p> <ul style="list-style-type: none"> • payment methods • access to services • service delivery <p>We will use technology as much as we can to improve how we provide services and to provide online access to services.</p>		
	<p>Information</p> <p>We will provide clear, helpful, accurate, and up-to-date information that can be easily understood.</p> <p>We will use simple language. We will use technical and legal terms only when necessary. We will explain these terms when we have to use them.</p> <p>We will make sure that our website and social media are kept up to date.</p> <p>We will protect your information.</p>		

This Is What Makes Us Cork.



Comhairle Cathrach Chorcaí
Cork City Council



We are Cork.