



Comhairle Chontae na Gaillimhe  
Galway County Council

## Our Complaints and Appeals Procedure

Tá an doiciméad seo le fáil i gcló mór chomh maith

This document is also available in large print

Tá leagan Gaeilge den Doiciméad seo ar fáil ach í a iarraidh

Galway County Council's Customer Charter commits to providing a transparent and simple-to-use complaints and appeals procedure to deal with your issue. Details of this procedure is available at all public service points and on our website: [www.galway.ie](http://www.galway.ie) / [www.gaillimh.ie](http://www.gaillimh.ie)

Galway County Council treats complaints and appeals seriously and we aim to deal with it promptly and in confidence. Our Strategy is to focus on and learn from situations when a service is not consistent or does not operate as well as we would like.

### What is a Complaint?

- A complaint is when you tell us you are not happy about the quality of a service we provide

It could be about anything and could include:

- When we do not deliver a satisfactory service;
- When we give you the wrong information;
- When you receive a poor quality or below standard service;
- When you are unhappy with the quality of service provided by a member of staff.

### What is an Appeal?

- An appeal is made about a specific decision that has been by Galway County Council about the provision of a service or an entitlement to service.

### Complaints and Appeals under the Disability Act

Customers can use our Complaints Form to make a complaint under the **Disability Act 2005**. Please submit this to Access Officer, Corporate Services, Galway County Council, Áras an Chontae, Prospect Hill, Galway. Phone: 091-509225 or Email: [accessofficer@galwaycoco.ie](mailto:accessofficer@galwaycoco.ie)

An appeal regarding any decision in relation to a complaint under the Disability Act 2005 can be made 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 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](http://www.ombudsman.ie)

You can also:

- Write to the Ombudsman at: 6 Earlsfort Terrace, Dublin 2, D02 W773
- Call the Ombudsman on 01 639 5600 if you have any queries

Requests for information or assistance in an alternative format can also be made by contacting our Access Officer or using the request form available on [www.gaillimh.ie](http://www.gaillimh.ie) or [www.galway.ie](http://www.galway.ie)

## Who can make a complaint or an appeal?

Any customer can. This is any person, business, organisation or association who has a reason to contact and deal with us.

## When does this procedure not apply?

This procedure does not apply to decisions of Galway County Council where there is a Statutory appeals process nor does it interfere with your rights under the Freedom of Information Acts or Access to Information on the Environment Regulations. Requests should be made in writing to

Freedom of Information Officer (FOI) Corporate Services, Áras an Chontae, Prospect Hill, Galway Or by email: <a href="mailto:foi@galwaycoco.ie">foi@galwaycoco.ie</a>	Access to Information on the Environment Officer (AIE) Corporate Services, Áras an Chontae, Prospect Hill, Galway Or by email: <a href="mailto:aie@galwaycoco.ie">aie@galwaycoco.ie</a>
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Further information on these statutory entitlements are available by contacting the above Officers or on [www.foi.gov.ie](http://www.foi.gov.ie) (Freedom of Information) and on Access to Information on the Environment [www.viron.ie](http://www.viron.ie).

## How to make a complaint

You can bring it to the attention of the staff member you are dealing with in the relevant Unit so that it could be resolved immediately. You may also ask to bring the complaint to the attention of the Line Manager in that Unit and if he or she is not available, you may ask to speak to the Customer Services Officer for that Unit.

You can submit a written complaint to the Customer Services Officer for that Unit. You can choose to use our Customer Complaint Form which is available at all our public services point or on our website.

Written Complaints can be made as follows;

- By Post to the relevant section (you can choose to use our Complaint Form)
- By email to [customerservices@galwaycoco.ie](mailto:customerservices@galwaycoco.ie)
- On-Line by using our Customer Comment System on [www.gaillimh.ie](http://www.gaillimh.ie) / [www.galway.ie](http://www.galway.ie)

Your complaint will be fully investigated, and a response issued within fifteen working days.

## How to make an Appeal

You can submit a written appeal to the Unit which issued the decision to you.

You can do this as follows;

- By Post to the relevant Unit
- By email to [customersservices@galwaycoco.ie](mailto:customersservices@galwaycoco.ie)
- On-Line by using our Customer Comment System on [www.gaillimh.ie](http://www.gaillimh.ie) / [www.galway.ie](http://www.galway.ie)

## If you are unhappy with response provided

If the Complaint or an Appeal is not resolved to your satisfaction you make this known in writing to the Customer Services Officer in that section.

It will be referred to a nominated Senior Officer in that Unit for review.

In the case of an Appeal it will be referred to a nominated Senior Officer within that Unit that was not directly involved in the original decision.

## **If you are still unhappy**

If you are still unhappy with our response you can contact 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 our final response to your complaint.

The best way to contact the Ombudsman is by:

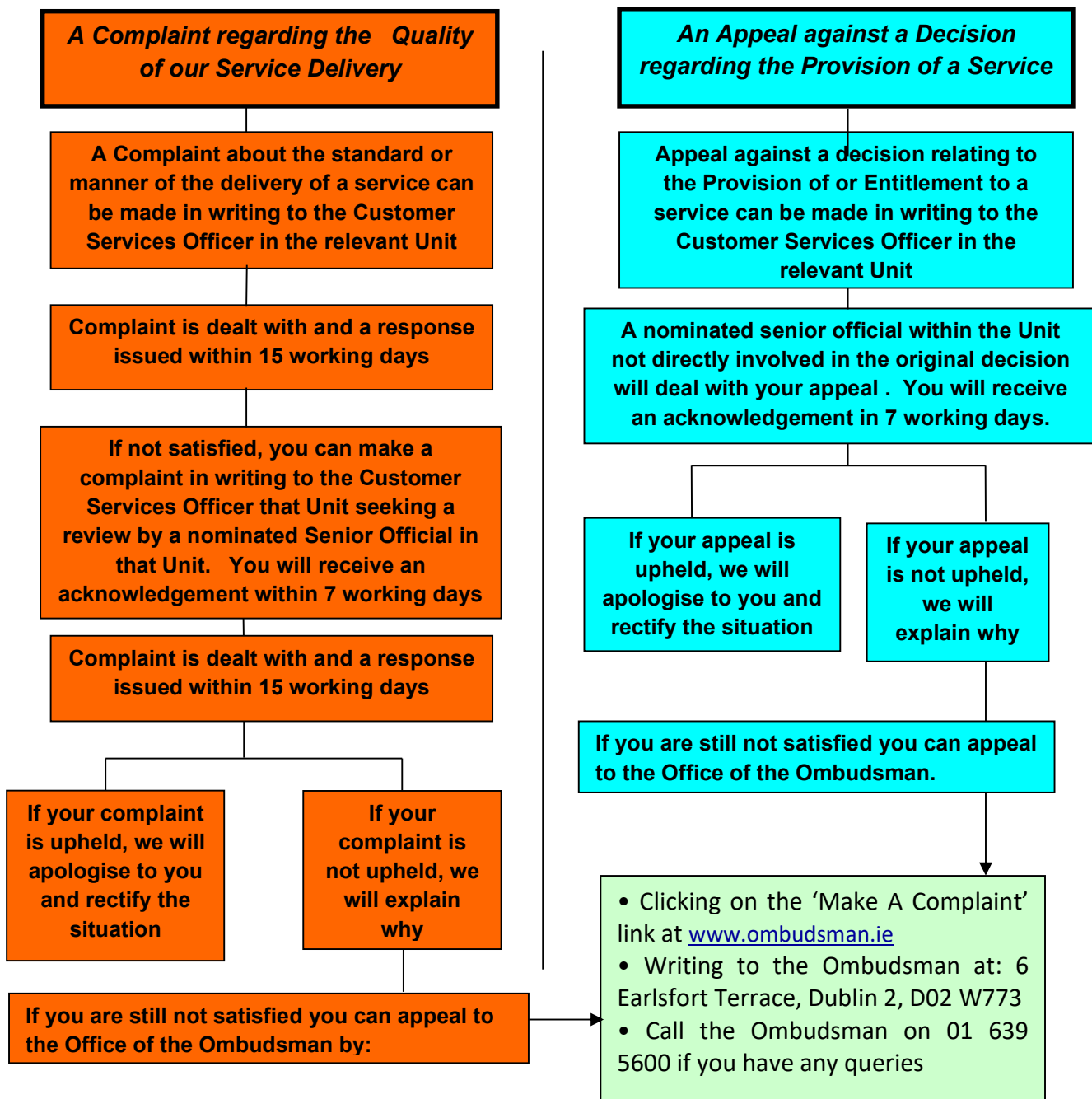
- Clicking on the 'Make A Complaint' link at [www.ombudsman.ie](http://www.ombudsman.ie)

You can also:

- Write to the Ombudsman at: 6 Earlsfort Terrace, Dublin 2, D02 W773
- Call the Ombudsman on 01 639 5600 if you have any queries

The Ombudsman will not normally investigate a complaint unless the internal complaints procedure has been exhausted.

## Summary of the Complaints and Appeals Procedure



**NOTE:** The Complaints and Appeals procedures do not apply to decisions of Galway County Council where there is a statutory appeals process, nor does it interfere with your rights under the Freedom of Information Acts.

### Freedom of Information – Your Statutory Right

Galway County Council continues to meet its obligations under the Freedom of Information Act 2014.

Requests under the **Freedom of Information Acts or Access to Information on the Environment** should be addressed in writing to: Freedom of Information Officer or the Access to Information on the Environment Officer, Corporate Services, Galway County Council Áras an Chontae Prospect Hill Galway or [foi@galwaycoco.ie](mailto:foi@galwaycoco.ie) or [aie@galwaycoco.ie](mailto:aie@galwaycoco.ie) Phone: 091-509325

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