

Department	Customer Care/ Inquiry Officer	Director of Service
Architects: Design, Building & Maintenance, Urban Renewal	Jennifer Doran Fax: 051-844708	Lar Power
Corporate Affairs Secretariat to City Council/Manager/Mayor	Kathleen Kennedy Fax: 051-870813	Paddy Power
Community & Enterprise: Social Inclusion, Rapid Programme	Claire Hartley Fax: 051-879124	Lar Power
Culture: Regional Sports Centre Golf Course	Donal Farrelly Fax: 051-849701 Eddie Ruane, Fax: 051-844424	Michael Walsh
Emergency Services-Fire Station	Margaret Browne Fax: 051-872159	Lar Power
Environmental Services: Waste Management, Water Supply, Waste Water Treatment	Brona O'Kennedy Fax: 051-849763	Colette Byrne
Finance: Financial Management Control Payroll, Creditors Payment, Revenue Collection,, Internal Audit.	Deirdre Hogan Fax: 051-841182	John Murphy
Housing: Allocations, Rent, Loans	Caroline Reid-O'Brien Fax: 051-856454	Lar Power
Human Resources	Aideen Jacob Fax: 051-844424	Michael Walsh
Information Systems	Conan Power Fax: 051-872571	John Murphy
Library – Ardkeen	Katherine Collins Fax: 051-874100	Michael Walsh
Library – Lady Lane	Mary Foley Fax: 051-850031	Michael Walsh
Library – HQ	Sinead Cummins Fax: 051-850031	Michael Walsh
Motor Taxation:	Celia Nolan Fax : 051-874626	John Murphy
Planning : Planning & Development Building Control, Fire Safety Certificates	Siobhan McCarthy Fax: 051-849701	Michael Walsh
Property Management	Mary Quigley Fax: 051-870813	Paddy Power
Transportation: Road Construction, Public Lighting, Traffic Management, Traffic Wardens/Fines/Road Safety	Liz O'Mahony Fax: 051-870813	Paddy Power

All the above departments can be contacted on the main telephone
number 051-309900.

Email address for Customer Complaints – info@waterfordcity.ie

For appeals please address to:-

Waterford City Council's Customer Service
Internal Appeals Officer -
at the following address:-

Ms. Margo Moran,
Customer Service Internal Appeals Officer,
City Hall,
The Mall,
Waterford.

Tel: 051 – 309900

Fax: 051 - 841182

This Code of Practice in no way infringes on
your statutory rights and read in conjunction
with the Customer Charter

If this code of practice is required in
alternative formats contact
051-309900.



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Code of Practice for Complaint Handling

Waterford City Council's Corporate Plan and Customer Action Plan 2004-2009 highlights our commitment to the provision of improved quality services to our customers at all times, and to deliver all services with integrity, fairness, efficiency, equality, accountability and accessibility. Despite our best efforts, from time to time you may not be happy with the quality of service provided. In the event that the level of services we provide you with does not meet your expectations, it is important that we hear from you. Contacting us gives us the opportunity to correct our shortcomings for you, but more importantly helps us learn, and improve the level of service we provide to all our customers.

Who can make a complaint

You can make a complaint if you feel that:-

- you have been unfairly treated by the City Council contrary to legislation.
- a decision made with regard to you is wrong or did not take into consideration all relevant facts.
- a request for a service/information has been ignored or dealt with unsatisfactorily.
- You have not been treated in accordance with relevant City Council policies.

How to contact Waterford City Council with a complaint

We have assigned a Customer Care/Inquiry Officer within each Directorate of the City Council to investigate and resolve customer complaints.

If you have a complaint regarding a decision or action taken which relates to the provision of a service or the performance of a function which, you feel, is not in accordance with the rules, practices or policy of the organisation then you may take the following steps.

The first step should always be to contact the Customer Care/Inquiry in the relevant Directorate involved with your request in an effort to have your situation/problem resolved.

If you would like to register a complaint, here are a number of different ways you can contact us.

- By writing
- By Fax
- Online
- By calling in person

You can write or fax us addressing your complaint to the Customer Care/Inquiry Officer, at the relevant department. A list of departments and the services provided by each one and their fax numbers is attached.

If you wish to contact us online you can send your complaint to: info@waterfordcity.ie Alternatively you can call in person to any of our public offices and ask for assistance in completing the necessary form to register your complaint.

We will acknowledge any complaints received within 5 working days and provide you with your unique reference number and inform you of the length of time we expect it to take to investigate and respond to the complaint.

Resolution Timeframes

It is our aim to resolve all complaints received as quickly as possible and to your satisfaction and in all cases a comprehensive response will issue within 4 weeks to you. Where possible we will resolve your complaint at first point of contact.

Depending on the individual complaint it may not be possible to resolve every complaint within this timeframe. If we are unable to do so, we will keep you regularly informed throughout the process and inform you of the length of time we expect it to take to investigate and resolve.

Waterford City Council will notify every customer of the resolution of each complaint and retain records of your complaint for a period of not less than one year.

Review & Appeal Procedures

If you are not happy with the way the Customer Care/Inquiry Officer has handled your complaint you can ask to have the matter referred to the Director of Services in the relevant Directorate. The names and Directorate of the Directors are attached.

He/she will review the issue and try to reach a satisfactory resolution with you.

If, having contacted the Director of Service you still feel dissatisfied with the decision you can ask to have your complaint reviewed by our Internal Complaints Appeals Officer, address attached. The complaint will be examined objectively by this officer who will not have been involved with the original decision. The Internal Appeals Officer will acknowledge your complaint and undertake a full review of the matter.

LIST OF DIRECTORS OF SERVICE:

[Corporate Affairs & Transportation – Paddy Power, Director of Service](#)
[Environmental Services – Colette Byrne, Director of Service](#)
[Housing & Community & Enterprise - Lar Power, Director of Service](#)
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