

# Customer Complaints Procedure

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Complaints in relation to the quality of any of our services should be made to the relevant Customer Complaint Officer who will review the matter. 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.

A Customer Complaint Form is available in all of our public offices and on our website.

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

Senior Executive 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/>

If you remain unsatisfied with our response to your complaint, you may lodge a complaint with the Ombudsman. The office of the Ombudsman is an independent agency established to deal with cases of mal-administration with certain public bodies. A complaint may be lodged with the Ombudsman's Office at any time. The address for the Ombudsman's Office is as follows -

Office of the Ombudsman

18 Lower Leeson Street, Dublin 2.

Tel. 01 6785222 / Fax No. 01 6610570

Lo-call 1890 223 030