



# WICKLOW County Council

**Comhairle Chontae  
Chill Mhantain**



### **Mission Statement**

*"To maintain and improve the quality of life in County Wicklow by providing cost-effective quality services and encouraging sustainable development within a local democratic framework"*

*As part of our Customer Care Programme, we would like to hear from you in order to Help us To Help you*

Please return to the relevant Senior Executive Officer (SEO) to Co.Buildings, or the relevant e.mail address below:

**SEO Environment (Water/Sanitary):**  
envserv@wicklowcoco.ie

**SEO Planning:**  
plandev@wicklowcoco.ie

**SEO Roads:**  
roadtran@wicklowcoco.ie

**SEO Housing:**  
housing2@wicklowcoco.ie

**AO Corporate Affairs:**  
cosec@wicklowcoco.ie

**AO Community & Enterprise(Libraries /Arts):**  
dce@wicklowcoco.ie

**AO Finance(Motor Tax):**  
finoff@wicklowcoco.ie

**Law Agent :**  
lawagent@wicklowcoco.ie

If you are not satisfied with our final response, you can contact:

**Office of the Ombudsman,**

18 Lower Leeson St.,  
Dublin 2.

(01)6785222

(01)6610570

E-mail: [foi@ombudsman.irlgov.ie](mailto:foi@ombudsman.irlgov.ie)

Supported by Partnership and LANPAG  
Wicklow County Council, County Buildings, Wicklow

**Tel No: 0404-20100, Fax No:0404-67792**

Web-site :[www.Wicklow.ie/](http://www.Wicklow.ie/)



Name: \_\_\_\_\_

Address \_\_\_\_\_

Telephone No: \_\_\_\_\_

Mobile No: \_\_\_\_\_

e.mail address: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Office use only

Date received: \_\_\_\_\_

Reference No: \_\_\_\_\_

**Wicklow County Council** is committed to providing a quality service to all its customers / service users.

Every effort is made by our staff to ensure that services are delivered to the highest possible standard in a professional and courteous manner.

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.

Wicklow County Council has now developed a Complaints policy aimed at ensuring a positive outcome to all complaints. The emphasis is on the swift resolution of most complaints as close as possible to the source of the problem.

***A complaint exists where a person feels that the manner in which they were dealt with by Wicklow County Council was not in accordance with good administrative practice.***

***The areas excluded from this procedure are: formal appeals relating to decisions on planning applications, or appeals against decisions under Freedom of Information legislation***

*How a Comment/Complaint is dealt with.*

The people who can best deal with a complaint are those who provide the service. All staff will take responsibility for dealing with a complaint. Mistakes and misunderstandings are usually sorted quickly and efficiently at this stage. If any matter cannot be dealt with informally at section level and you wish to formalise a complaint, the following complaints procedure will be available.

- You should send your comment/complaint in writing, by e.mail or Fax, on the attached form to the SEO in the relevant Department. Your complaint will be acknowledged within five working days, treated confidentially and investigated thoroughly.
- You should receive a response within 21 days. Sometimes cases take longer to resolve, if so you will be advised of progress
- If you are not satisfied with the response from the relevant SEO, you may appeal within 3 weeks to the SEO, Corporate Affairs, County Buildings, Wicklow , who will examine the complaint afresh and respond to you within fourteen days.

**Wicklow County Council  
Comments/Complaints Form**

**Please name the service on which you wish to comment.**

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*Include as much detail as possible. If you need to give further information please include additional pages.*

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