

Customer Charter Standards Our Customers can Expect

Wicklow Local Authorities

"We are committed to providing a quality service to our customers"

We will:-

- Be polite and courteous
- Provide you with clear and accurate information
- Deal with you in a fair and open manner
- Provide clean, accessible public offices that ensure privacy
- Facilitate access for people with disabilities and special needs
- Ensure the right of equal treatment established by equality legislation
- Accommodate our customers who wish to conduct their business through Irish language or Sign Language.
- Provide assistance in completing application forms if requested

You can help us to help you:-

1. By providing full and accurate information
2. Quoting reference numbers if available
3. By making comments, complaints or suggestions about the services you receive
4. By letting us know when we do something well

A standard form is available to register a comment, complaint or to make a suggestion. Please ask at any of our public counters.

The above should be read in conjunction with the Wicklow Local Authorities Customer Action Plan.



May 2006

