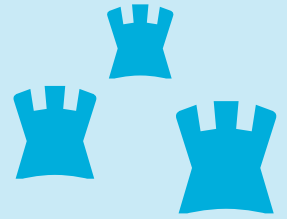


DUBLIN CITY COUNCIL CUSTOMER CHARTER



OUR COMMITMENT TO YOU

To deliver the best possible service to you in an effective and caring manner.

COURTESY AND CONSIDERATION

You are at all times entitled to be served:

- Promptly and in a courteous manner.
- With due regard to privacy and confidentiality.
- By friendly and helpful staff.

OPENNESS AND IMPARTIALITY

We undertake to:

- Deal with you in a fair and open manner.
- Discuss any aspect of your dealings with us.
- Explain how a decision was reached.
- Put in place a complaints procedure for customers dissatisfied with the quality of service received.

OUR PERFORMANCE

We undertake to:

- Monitor and evaluate our performance.
- Examine the development and delivery of our services in order to meet your needs.
- Train our staff to meet your needs on an ongoing basis.

OUR SERVICE THROUGH LANGUAGES

We endeavour to:

- Accommodate all our customers who wish to conduct their business through the medium of Irish, Sign Language or other languages where possible.

ACCESS

We endeavour to:

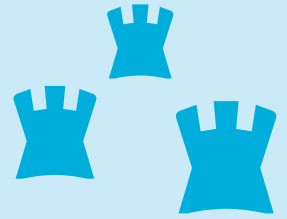
- Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and that facilitate access for people with disabilities and special needs.

YOU CAN HELP US TO HELP YOU

- By making comments, complaints or suggestions about the service you receive.
- By letting us know when we do something well.
- By providing full and accurate information.

COMHAIRLE CATHRACH BHAILE ÁTHA CLIATH

CAIRT CHUSTAIMÉIRÍ



ÁR DTIOMANTAS DUITSE

Cúram den chéadscóth a thairiscint duit ar bhealach éifeachtach aireach.

CÚIRTÉISEACHT AGUS TUISCINT

Tá tú i gcónaí i dteideal seirbhíse:

- Ar an toirt agus ar mhódh cúirtéiseach.
- Le haird á tabhairt ar phríobháideachas agus rúndacht.
- Ag foireann atá cairdiúil, cúntach.

OSCAILTEACHT AGUS NEAMHCHLAONTACHT

Glacaimid mar chúram orainn féin:

- Déileáil leat ar bhealach cóir, oscailte.
- Aon ghné de do dhéileáil linn a phlé.
- An tslí a dtángthas ar chinneadh a mhíniú.
- Nós imeachta gearáin a bhunú ar mhaithe le custaiméirí atá míshásta le cáilíocht na seirbhíse a fuair siad.

ÁR BHFEIDHMÍOCHT

Gabhaimid mar chúram orainn féin:

- Monatóireacht agus luacháil a dhéanamh ar ár bhfeidhmíocht.
- Scrúdú a dhéanamh ar fhorbairt agus ar sheachadadh na seirbhísí atá againn, d'fhonn freastal ar do chuidse riachtanas.
- Ár bhfoireann a thraenáil chun freastail ar do chuid riachtanas ar bhonn leanúnach.

ÁR SEIRBHÍS TRÍ THEANGACHA

Déanaimid iarracht:

- Freastal ar chustaiméirí dár gcuid a dteastaíonn uathu a ngnó a dhéanamh trí Ghaeilge, tríd an Teanga Chomharthaíocht nó trí theangacha eile, de réir mar is féidir.

ROCHTAIN

Déanaimid iarracht:

- Oifigí poiblí glana insroichte a sholáthar a chinntíonn rúndacht, a chomhlíonann na caighdeáin saothair agus sábháilteachta, agus a éascaíonn iad a rochtain ag daoine le míchumais nó riachtanais speisialta.

IS FÉIDIR LEATSA CABHRÚ LINN CABHRÚ LEATSA

- Trí léirmheas, gearán nó moltaí a dhéanamh faoi na seirbhísí a fhaigheann tú.
- Trína rá linn má dhéanaimid rudaí ar fónamh.
- Trí eolas iomlán cruinn a sholáthar