

Cairt do Chustaiméirí

Ár nGealltanais dár gCustaiméirí

“Seirbhísí éifeachtach ar ardchaighdeán a chur ar fáil do mhuintir Lú”

Seo a leanas na croíluacha a bheidh againn inár ngnó le custaiméirí agus le cliaint Chomhairle Contae Lú:

- Dea-bhéas agus tuiscint
- Comhionannas, oscailteacht agus neamhchlaontacht
- Teacht fisiciúil ar gach ceann dár n-áiseanna a thabhairt dár gcustaiméirí uile
- Rogha modhanna seachadta seirbhíse
- Cuntasacht
- Rúndacht (a mhéad a cheadaítear faoin dlí)
- Comhairliú lánbhrí

Oibleagáidí ár gCustaiméirí

- Tá sé de chúram ar chustaiméirí a bheith cúirtéiseach, gairmiúil agus dea-bhéasach le foireann na comhairle i ngach gnó a bhíonn acu leo.

Dá réir sin, ní ghlacfar le hiompar den sórt seo a leanas ó dhuine ar bith:-

- Iompar a chuireann isteach ar dhaoine eile
- An fhoireann nó daoine eile a chiapadh
- Foréigean a úsáid leis an bhfoireann nó le daoine eile nó foréigean a bhagairt orthu
- Damáiste mailíseach a dhéanamh d'fhoirgneamh Chomhairle Contae Lú, nó maoin a ghoid uaithe
- Alcól nó drugaí neamhdhleathacha a chaitheamh
- Tobac a chaitheamh nó bia a ithe in áiteanna poiblí laistigh d'fhoirgneamh Chomhairle Contae Lú.



Customer Charter

Our Commitment to our Customers

“To deliver an efficient quality service to the people of Louth”

In our dealings with our customers and clients of Louth County Council we will adhere to the following core values:-

- Courtesy and Consideration
- Equality, Openness and Impartiality
- Physical access to our facilities to all our Customers
- Choice of Service Delivery Methods
- Accountability
- Confidentiality (as permitted by law)
- Meaningful Consultation

Customer Obligations

- It is the responsibility of customers to treat council staff in a professional, courteous and civil manner during all dealings with them.

Accordingly, the following behaviour is not acceptable from members of the public

- Disruptive behaviour
- Harassment of staff or members of the public
- Use of violence or threat of violence towards staff or members of the public
- Malicious damage to premises or theft of Louth County Council's property
- The use of alcohol and illicit drugs
- Smoking or consumption of food in public areas within Louth County Council's premises.