

**Seribhísí Custaiméara
Foirm Ghearáin**



Comhairle Chontae na Gaillimhe
Galway County Council

**Customer Service
Complaint Form**

Tá an fhoirm seo le fáil i gcló mór chomh maith

This form is also available in large print

Tá míle fáilte an fhoirm seo a líonadh i nGaeilge

Sonraí an Ghearánaí		Complainant Details
Ainm	Name	
Seoladh	Address	
Éirchód	Eircode	
Fón	Telephone	
R-phost	Email	
Dáta	Date	

Gearán	Complaint

Síniú:	Signed:	
Dáta:	Date:	

Gearáin agus Réiteach

Léiríonn gearán fúinn nach bhfuil tú sásta leis an mbealach ar dhéileáil muid leat. Pléfidh muid le gearán áit a ndearna muid cinneadh nó gníomhaíocht bainteach le soláthar seirbhíse nó cur i gcrích feidhme nach bhfuil, a ndeirtear, ag cloí le rialacha, cleachtas nó polasaí nó prionsabail ghinearálta ghlactha cothromais agus cleachtas maith riaracháin agus a chuirfeadh as don duine i gceist. Cuirfear freagra chugat laistigh de 15 lá oibre.

Is féidir aiseolas a chur ar fáil faoin seirbhís a bhfuair tú trí fhoirm thuairime ar chúram custaiméara ar líne agus tá seo ar fáil ar www.gaillimh.ie.

Complaints and Redress

A complaint against us indicates your dissatisfaction with the manner in which we have dealt with you. We will address a complaint where a decision or action is taken by us which relates to the provision of a service or the performance of a function which, it is claimed, is not in accordance with our rules, practice or policy or the generally accepted principles of equity and good administrative practice and which adversely affects the person concerned. You will receive a response within 15 working days.

It is also possible to provide feedback on the service you received using our on-line customer care comment form located on www.galway.ie

Úsáid oifigiúil amháin	Official Use Only	
Dáta a fuair an gearán	Date complaint received	
Dáta admhála	Date acknowledged	
Dáta a éisíodh an cinneadh	Date Decision issued	
Uimhir thagartha	Reference Number	

Seol do ghearán ar ais chuig an Rannóg nó Aonad ábhartha sa gComhairle nó mar mhalairt air sin, seol é chuig:

Please return and address your complaint to the most relevant Section or Unit of the Council or alternatively address it to:

Seirbhísí Custaiméara Seirbhísí Corparáideacha Comhairle Chontae na Gaillimhe Áras an Chontae Cnoc na Radharc Gaillimh H91 H6KX	Customer Services Corporate Services Unit Galway County Council Áras an Chontae Prospect Hill Galway H91 H6KX	T. (091) 509225 F. (091) 509010 customerservices@galwaycoco.ie www.gaillimh.ie www.galway.ie
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Tá Polasaí Cosanta Sonraí Chomhairle Chontae na Gaillimhe le fáil ar www.gaillimh.ie
Galway County Council's Data Protection Policy is available on www.galway.ie

Seirbhísí Custaiméara Chomhairle Chontae na Gaillimhe – Cultúr barr feabhais a chothú i ndáil le soláthar Seirbhísí Custaiméara
Galway County Council Customer Services – To foster a culture of excellence in delivering Customer Services