Comhairle Chontae na Gaillimhe
Galway County Council

Customer Charter

2025-2029



Customer Charter

At Galway County Council, we are committed to delivering high-quality, accessible and inclusive services to all our customers. Whether you live, work, study, or visit County Galway—or represent a business or organisation—your experience matters to us.

Our **Customer Charter** outlines the standards you can expect when interacting with us and aligns with the 12 Guiding Principles of Quality Customer Services established through the Quality Customer Service Initiative (QCSI) under the Department of Public Expenditure, NDP Delivery and Reform. It reflects our commitment to fairness, transparency and continuous improvement and supports our goal of building a more responsive and accountable organisation.

Our Commitments to You

1. **Quality Service Standards**
   We aim to deliver services to the highest standard. If we are unable to meet these standards, we will inform you and explain why.

2. **Equality and Diversity**
   We treat all customers with dignity and respect, ensuring equal access to services for everyone, regardless of background or need.

3. **Physical Access**
   Our public offices are clean, safe and accessible, meeting all health, safety and disability access requirements. We take steps to facilitate access for people with disabilities, as and if required.

4. **Clear Information**
   We provide accurate, up-to-date information at all service points and on our website. We are committed to making our forms and materials easy to understand.

5. **Correspondence**
   All correspondence will include a named contact person for follow-up.

6. **Timeliness and Courtesy**
   We aim to respond promptly and courteously. If delays occur, we will explain the reason and provide a timeline for resolution. We ask that all customers treat our staff and others with the same courtesy and respect.

7. **Complaints**
   We welcome feedback and are committed to resolving complaints fairly and efficiently. Our complaints procedure is simple, transparent and available at all customer service points and online:
   - Submit a Complaint https://www.galway.ie/en/contact

8. **Consultation and Evaluation**
   Your feedback helps us improve. We will make it easy for you to take part in consultations and share your views on our services, including taking steps to accommodate any specific needs arising from diversity.

9. **Choice and Accessibility**
   We seek to be flexible in offering options and supports for the diversity of our customers to enable their access to services and making payments. If seeking such flexibility, customers should contact the relevant Customer Services Officer.

10. **Official Languages**
    We provide services in Irish and English in line with our language policy.

11. **Working in Partnership**
    We collaborate with other public service bodies to improve service delivery across the region.

12. **Internal Customers**
    We value our staff, including the diversity of our staff, as internal customers and actively involve them in service improvement through our Customer Services Officers Group and other forums, ensuring within this the perspective of the diversity of our staff is articulated and responded to.

For more information, please see our Statement of Quality Service Standards and Customer Services Strategy available at any office, or on:

English: www.galway.ie/en/governance-administration/your-county-council/customer-service

