Comhairle Chontae na Gaillimhe
Galway County Council

Customer Code of Conduct

2025-2029



Customer Code of Conduct

Galway County Council is committed to delivering high-quality public services in a safe, respectful and inclusive environment. We ask all customers to engage with our services in a manner that reflects mutual respect and consideration for staff, other service users and Council facilities.

Expectations from Customers

Customers are expected to:

- Treat staff and other service users with courtesy and respect.
- Respect Council offices, branch libraries, parks and other public amenities.
- Follow posted rules and guidelines in offices, libraries, parks, playgrounds and open spaces.
- Take responsibility for personal belongings and avoid leaving items unattended.
- Dispose of litter responsibly.

Persistent complaints

Galway County Council is not expected to accept an unreasonable burden on its complaints processes produced by persistent complaints that have been subject to a determination by Galway County Council in accordance with our Complaint Complaints Policy & Procedure.

- All customers are expected to treat staff with courtesy and respect and refrain from intimidating or disruptive behaviour. Where unacceptable conduct occurs, staff may end interactions, withdraw or suspend services, or request individuals to leave Council premises.
- Complaints will be addressed through established processes for frontline resolution, investigation and formal response. If the complainant remains dissatisfied, they will be informed of their right to **seek a review by the Office of the Ombudsman**. At this point, the case will be deemed closed by Galway County Council unless and until the Ombudsman contacts the Council to engage further on the matter.

Unacceptable Behaviour

Galway County Council does not tolerate any form of inappropriate, intimidating, abusive, or disruptive behaviour. This includes:

- Harassment, bullying, or use of racist, obscene, or threatening language.
- Violence or threats of violence towards staff or other service users.
- Use of alcohol or illicit drugs on Council premises.
- Smoking or vaping in prohibited areas.
- Damage to or theft of Council property.
- Disruptive or dangerous behaviour, including behaviour that interferes with others' enjoyment of facilities or staff duties.
- Use of audio or video recording equipment, including mobile phones, without prior written authorisation. This includes taking photographs or posting recordings on social media without permission.
- Abusive, defamatory, or threatening behaviour towards staff on social media platforms.

Sanctions and Appeals

In response to unacceptable behaviour, staff may:

- End a phone call or meeting.
- Discontinue an interaction at a public counter.
- Withdraw or suspend a service temporarily or permanently.
- Request the individual to leave Council premises. Customers who refuse to leave Council facilities when requested may be referred to **An Garda Síochána**.

Sanctions will be proportionate and time bound. Customers may appeal any decision to withhold or suspend a service through Galway County Council's Appeals Procedure. Entitlement to the service will remain suspended pending the outcome of the appeal.

The Complaints Policy & Procedure is available at any public counter, library, or online at:

English: www.galway.ie/en/governance-administration/your-county-council/customer-service
Irish: www.galway.ie/ga/rialachas-agus-riarachan/do-chomhairle-chontae/seirbhís-do-chustaiméirí

Peaceful Protest

Galway County Council respects the right to peaceful protest. To ensure safety and service continuity:

- Peaceful protest is permitted **outside** Council buildings only.
- Protests **inside** Council facilities are not permitted under any circumstances.
- Protest activity must not obstruct access to services or endanger staff or service users.

Where these conditions are not observed, the Council may refer the matter to **An Garda Síochána**.

Safeguarding Children

Galway County Council is committed to safeguarding children in all its services and activities. In line with our **Corporate Child Safeguarding Statement**, we expect all customers, staff, volunteers and service providers to uphold a child-centred approach that promotes the welfare, safety and development of children.

All interactions with Council services must respect the dignity and rights of children, free from discrimination or harm. The Council has clear procedures for reporting concerns, and a **Designated Child Protection Liaison Officer** is available to support this process.

Our **Child Safeguarding Statement** is available at:
https://www.galway.ie/en/governance-administration/governance/child-protection
https://www.galway.ie/ga/rialachas-agus-riarachan/rialachas/cosaint-leanaí