

Complaints/Appeals

It is the intention of Cavan County Council to reduce the potential for customer dissatisfaction by delivering high quality services. However, it is recognised that complaints may arise – with services, and on occasion, with the management of queries.

All types of customer feedback – including complaints – is very useful in helping to improve the quality of services. A customer complaints procedure has been implemented, which aims to ensure that complaints are dealt with in a consistent, confidential, impartial, and transparent manner.

Where a complainant contacts Cavan County Council, every effort will be made to resolve the problem as soon as possible at the first area of contact.

Customer Complaints Procedure

Where a complaint cannot be resolved at this level you will be able then to make a formal complaint. A formal complaint should be directed to the address shown above.

- A form to facilitate the public when making a formal complaint is available in all our public offices and on our website at www.cavancoco.ie/report-it
- All formal complaints must be submitted in writing or by email
- An acknowledgement letter confirming receipt of the complaint will be issued within five days of its receipt.
- The Customer Relations Officer will review all files on the matter and issue a response where possible within three weeks of receipt of the complaint.
- Where a mistake has been made, an apology and explanation will be offered and every effort will be made to rectify the matter.
- Where a complaint indicates that the procedures of Cavan County Council are deficient, every effort will be made to remedy the situation as quickly as possible.
- The type, nature and number of complaints received will be collated and analysed.

Customer Relations Officer
Corporate Affairs
Cavan County Council
Johnston Central Library, Cavan
Tel: 049 437 8300
Email: cro@cavancoco.ie



Comhairle Contae
an Chabháin
Cavan
County Council

Ombudsman

If you are not satisfied with the outcome of the decision on your formal complaint by the Customer Relations Officer, you are entitled to complain to the Ombudsman (see contact details below). However, the Ombudsman will normally expect you to have made a complaint to Cavan County Council first.

The Ombudsman is completely independent of the Government, and the service is free.

Ombudsman
6 Earlsfort Terrace
Dublin 2
D02 W773
Phone: 01 6395600

Web: www.ombudsman.ie/making-a-complaint/make-a-complaint/

Customers can also direct comments and suggestions to the Customer Relations Officer who is:

- Responsible for the implementation of the customer complaints procedure
- Investigate complaints in a fair and impartial manner
- Monitor, review and advise on customer service standards