



Comhairle Contae Mhuineacháin
Monaghan County Council

Customer Complaints Procedure



www.monaghan.ie

Introduction

Monaghan County Council continuously works to ensure we meet the highest standards of customer service. At times, despite our best efforts, we do not always get it right.

Where a complaint is made every effort will be made to resolve the problem as soon as possible at the first area of contact. However, in instances where a complaint cannot be resolved at this level Monaghan County Council operates a transparent two-stage formal complaints procedure to ensure that all complaints are dealt with thoroughly, quickly and impartially.

This guidance sets out how you can make a complaint.

What to do if you are not happy with our service to you

There is a difference between making a formal complaint and reporting a fault. For example, contacting the roads section to report a pothole is a fault. It only becomes a complaint if the council does not respond to your report, then you will have valid grounds to make a complaint.

A complaint is:

“An expression of dissatisfaction by one or more members of the public about our action, or lack of action, or about the standard of service provided by us or on our behalf”.

For the purposes of this procedure a “complaint” is when your dissatisfaction has not been addressed. This dissatisfaction can apply to the way we deliver services or to services not delivered to you to which you believe you are entitled.

Stage One: How to make a formal complaint.

If you have reported a fault or problem to a particular department and are unhappy with the response you received, you should write to the Customer Care Officer:

Ms. Michelle McBride
Monaghan County Council
Corporate Services
The Glen
Monaghan
H18 YT50
Tel: 047 30500
Email: info@monaghancoco.ie

Your complaint should state the full contact details of whom you logged the original complaint with and should include what department you dealt with and the name of the person who logged the complaint. We will acknowledge receipt of your complaint within 5 working days, giving you the contact details of the staff member and the relevant department of the council directly responsible for investigating the problem. You will be notified of their decision within 15 working days. If it is not possible to make a decision in this time you will be told the expected date for the final decision.

We will also inform you of the appeals process if you are unhappy with our decision.

Stage Two: Right of Appeal

You can appeal our response to your complaint for the following reasons:

- If you do not get a response within the specified time period.
- If you are unhappy with the decision that has been made.

Appeals should be sent in writing to the Designated Appeals Officer:

Ms. Mary McGarvey
Monaghan County Council
Corporate Services
The Glen
Monaghan
H18 YT50
Tel: 047 30500
Email: info@monaghancoco.ie

All appeals should be made within 4 weeks of a decision that has been made or within 4 weeks of the expiry date (where you haven't received a response). We will acknowledge receipt of your appeal within 5 working days. All appeals will be investigated, and you will receive a formal, written response explaining the outcome and any action taken. You will receive this response within 15 working days of receipt of your appeal.

What can't be dealt with through the complaints procedure?

Although we try to deal with your complaint as effectively as possible, there may be occasions where we are unable to help you. This may be because the matter you are complaining about is subject to legal proceedings or there already is an established appeals process. When you raise your complaint we will advise you as necessary.

Unreasonable Complaints

If we consider that a complaint is unreasonable it will be passed to the relevant Head of Service, who will consider whether further investigation of the complaint will be carried out.

Unreasonable complaints could include, but are not limited to:

- Sending the same complaint to a number of points within the Authority for a response at the same time.
- Making excessive demands on staff time and resources whilst investigating your complaint.
- Refusal to accept a decision that has been made and upheld.
- Resubmitting a complaint that has already been dealt with in the last 6 months.
- Using abusive, threatening or libellous language.

You will be notified in writing, if your complaint is deemed unreasonable.



Ombudsman

If you are not satisfied with the outcome of the decision by the Designated Appeals Officer you may refer your complaint to the Office of the Ombudsman.

The Ombudsman will ask you for details of your complaint and a copy of our final response to your complaint. The best way to contact the Ombudsman is by:

- Clicking on the ‘Make A Complaint’ link at <https://www.ombudsman.ie/making-a-complaint/make-a-complaint/>

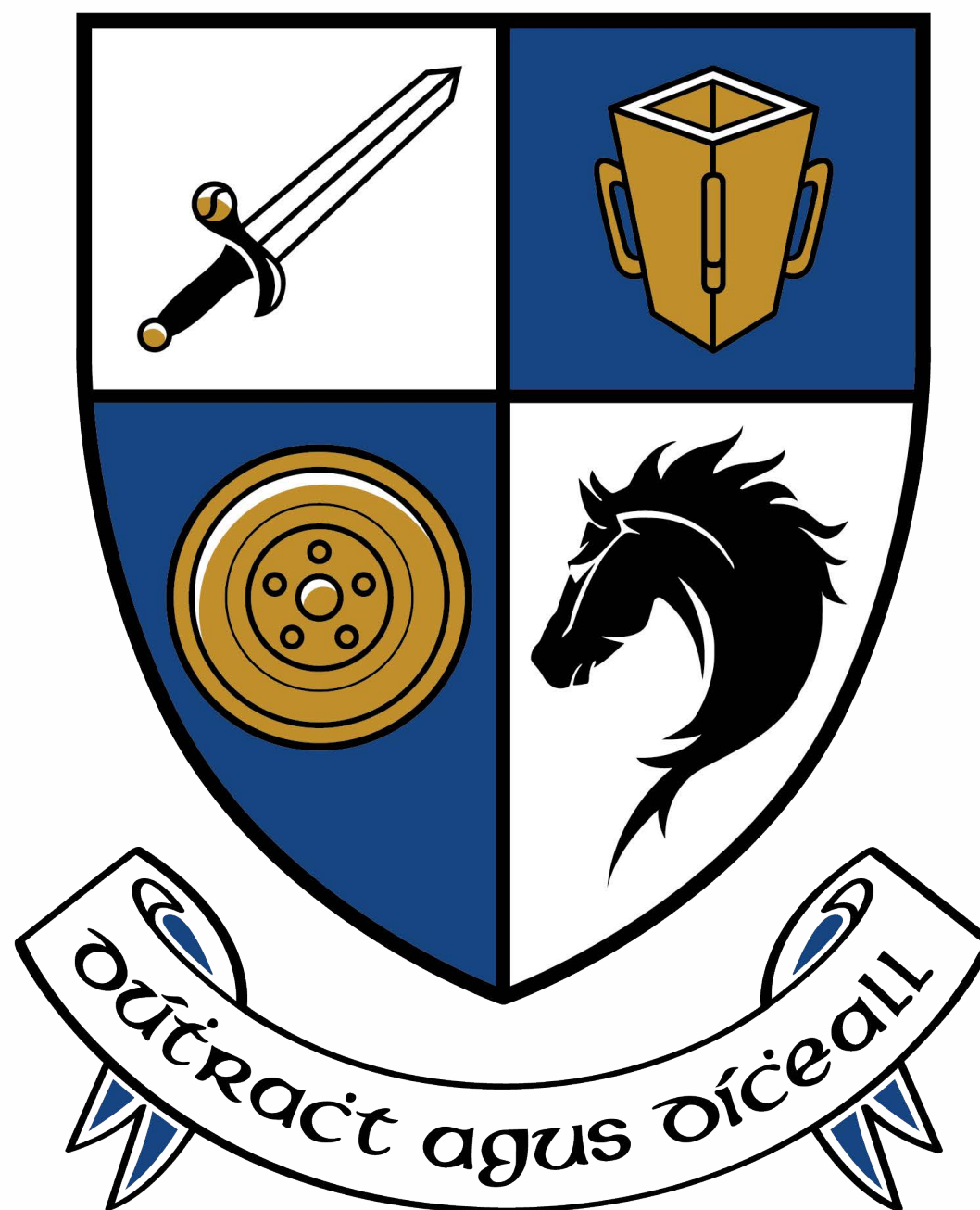
- Writing to:
Office of the Ombudsman
6 Earlsfort Terrace
Dublin 2
D02 W773

- Calling the Ombudsman on 01 639 5600 if you have any queries or if you need help making your complaint.

The ombudsman is fair, completely independent of government, and the service is free.

The office of the ombudsman is open Monday to Friday between 9.15am and 5.00pm.





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