

Customer Service Standards

Our promise to you



Corporate Plan 2024-2029

Our Corporate Plan 2024-2029 sets out a vision for County Monaghan as:

“A thriving, entrepreneurial, and vibrant community supported by a prosperous economy and a sustainable environment.”

In line with the Council’s core values, we strive for excellence in our customer service model and will endeavour to deliver quality services in accordance with the highest standards of effectiveness, efficiency and integrity.

OUR VALUES



Our customers

Monaghan County Council provides services to a population of 65,288 people (Census 2022). Given the diversity of the activities that Monaghan County Council undertakes, it has a wide range of customers, including:

- Members of the public
- Community and Voluntary sector organisations
- Statutory Bodies
- Elected representatives
- Private businesses
- Other local authorities.

Our Customer Service Standards sets out our commitment to provide you, our customer, with the service you can expect.



What you can expect



Comhairle Contae Mhuineacháin
Monaghan County Council

Equality and Diversity

We are committed to delivering High-quality people-centred services and ensuring that the rights to equal treatment, as established by equality legislation, are adhered to.

We will identify and work to eliminate barriers to services for people experiencing poverty and social exclusion and for those facing geographic, literary, visual, or auditory, or any other barriers to service.





Our Offices

Whilst Monaghan Town is the location of the County Council's main administrative centre, Monaghan County Council also has three Municipal District Offices in the County. You can find out which office can deal with your particular matter by phoning Monaghan County Council on 047 30 500.

Monaghan County Council's Customer Service Desk is located in Monaghan Town at the following address:

Monaghan County Council

County Offices

The Glen, Monaghan.

H18 YT50

Tel: 00353 47 30500

Email: info@monaghancoco.ie

Email: eolas@monaghancoco.ie





Our Offices



Comhairle Contae Mhuineacháin
Monaghan County Council

Our three Municipal District Offices are located as follows:

Monaghan Municipal District Office

The Glen

Monaghan

H18 YT50

☎ (047) 73777

✉ monaghanmunicipaldistrict@monaghancoco.ie

Ballybay - Clones Municipal District Office

Monaghan Street

Clones

County Monaghan, H23 TK37

☎ (047) 51018

✉ clones@monaghancoco.ie

Carrickmacross - Castleblayney Municipal District Office

Civic Offices

Riverside Road

County Monaghan, A81 Ry22

☎ (042) 966 1236

✉ carrickmacross@monaghancoco.ie





When you visit our offices or facilities

Our staff will strive to:



Keep waiting times to a minimum, however, bear in mind that if you do not have an appointment made prior to your visit, the person you may wish to speak to may not be available. If this is the case, another staff member will try to assist you. If you cannot be provided with the information that you require, your details will be recorded and the relevant staff member will contact you at their earliest convenience.



Speak with you in a polite and courteous manner and deal with your enquiries as quickly as possible.



Respect your privacy by providing you with a private meeting room for you to discuss your query in private, if you wish.



As far as possible, provide clean, accessible public offices that comply with occupational and safety standards, and facilitate access for all our customers.



When you telephone our offices or facilities, staff will:

- Aim to answer all calls promptly.
- Respond politely and courteously.
- Be helpful and provide you with clear and accurate information.
- Indicate when you can expect to hear from us if we have to call you back.
- Ensure calls do not ring out and if not answered, will utilise a voicemail facility, or, a message will be taken by another officer and arrangements made to return your call at the earliest opportunity.





When you contact us in writing, staff will:



- Acknowledge written correspondence (e.g. a letter/email) within 5 working days.



- Provide you with the contact details of the appropriate member of staff to let you know who is dealing with your enquiry.
- Ensure that all correspondence relating to your query includes a contact name, telephone number and reference where appropriate.



Aim to respond to your query within 20 working days.

If we cannot do this, we will contact you to explain why, and tell you when you will receive a full reply.



Welcome and value feedback from customers and use it to improve our services.

- We are fully committed to complying with the requirements outlined in the Official Languages Act, 2003 and the Official Languages (Amendment) Act, 2021.
- We will facilitate English/Irish to the maximum possible extent and recognise other languages as appropriate where resources allow.
- If you write to us in Irish, we will answer in Irish.
- We will publish corporate documents, such as our Corporate Plan 2024-2029, in both Irish and English.
- We will publish as much Irish language material as possible on our website www.monaghan.ie

What we ask of you

In order to help staff to keep our commitments, we ask that you:

- Quote reference numbers where available when corresponding with the Council.
- Ensure that application forms are submitted on time.
- Check that all forms are fully, accurately and legibly completed and signed prior to submission. Please also ensure that all supporting documentation requested is submitted.
- Inform us of any changes of circumstances, which might affect the decision made by us.
- Treat employees in a professional, courteous and civil manner.

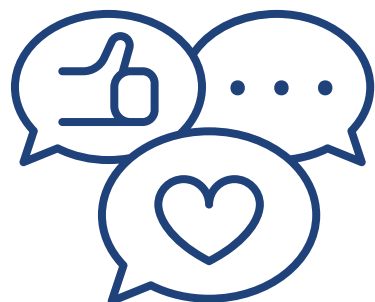


HELP US
HELP YOU

Unacceptable Behaviour

Monaghan County Council aims to provide a high quality of service in a safe and secure environment. In order to achieve this, we ask our customers to note that the following behaviour will not be accepted:

- Use of violence and/or threat of violence against members of staff and/or members of the public.
- Verbal and/or non-verbal intimidation and bullying.
- Harassment of staff or members of the public by the use of abusive, racist, obscene or threatening language.
- Carrying out video and/or audio recordings or taking of photographs without the specific written authorisation of the Director of Services, Corporate Services and the inappropriate posting of same on social media.
- Posting on social media of comments which are derogatory, defamatory, abusive, threatening or inappropriate. These comments will not be responded to and may result in legal proceedings or other actions as the Council deems fit being initiated against the person responsible including referral to An Garda Síochána.



Customer Feedback

All customers have the right to the same standard of quality customer service, and we want to make sure that customers get the highest standard of service.

Monaghan County Council is committed to providing you with an effective service through a process of evaluation. You can help by:



E-mail your comments to info@monaghancoco.ie or eolas@monaghancoco.ie



Write to Monaghan County Council with your comments about our service or how we have provided that service to you. Monaghan County Council, The Glen, Glen Road, Monaghan, H18 YT50.

When you contact us with a complaint

Monaghan County Council is committed to delivering the highest standards of customer service. However, despite our best efforts, there may be occasions when we do not meet your expectations.

We are committed to resolving complaints as quickly and effectively as possible, ideally at the first point of contact through **Stage 1: Frontline Resolution**.

Frontline Resolution applies where a staff member can address and resolve the complaint promptly and efficiently, whether by telephone, in person, or in writing.

Where a complaint cannot be resolved through the Stage 1 Frontline Resolution process, the complainant may refer the matter to the Complaints Officer under **Stage 2: Formal Complaint**, where it will be formally investigated.

Full details of how to make a complaint are set out in our Complaints Procedure, which is available on our website: [Complaints Procedure](#).



www.monaghan.ie



047 30 500

Emergency out of hours phone number: 1800 121 121



info@monaghancoco.ie
eolas@monaghancoco.ie