



Cavan County Council
Comhairle Chontae an Chabháin

Cavan County Council

Cavan local authorities customer charter

Access Cavan



providing access for all

Our commitment to you

Cavan local authorities aims to provide you with a prompt and professional service. We aim to achieve this by:

- Giving you the best possible service and providing helpful advice.
- Treating everyone properly, fairly, impartially and courteously.
- Giving you the name of the section when you have telephoned.
- Responding to your questions immediately. If this is not possible we promise to take your details and tell you when you can expect to hear from us again.

Visiting Our Offices

Although cavan town is the location of the council's main administrative centre, cavan county council also has area offices and other offices situated throughout the county. You can find out which office can deal with your particular matter by calling into the courthouse in cavan or any other council office or by phoning 049 437 8300.

If you call to any Local Authorities office we will aim to:

- Keep waiting times to a minimum. If no appointment has been made prior to your visit, the person you wish to speak to may not always be available, in this instance, someone else will try and assist you. If no-one else can provide you with the information you need your details will be recorded and the relevant person will contact you as soon as possible.
- Deal with you politely and fairly and aim to provide a private meeting room to discuss your query.
- Aim to answer your questions fully or provide you with the information you require.
- Ensure that every effort is made to provide access to our offices for people with disabilities and where this is not possible, to arrange to meet at an accessible location.

Seirbhís Trí Ghaeilge/Teangacha Eile

- Más mian leat labhairt le duine éigin í nGaeilge, déanfaimid iarracht a dhéanamh sochrú a dhéanamh duine éigin labhairt leat í nGaeilge.
- Más rud é nach féidir linn sochrú a dhéanamh duine éigin labhairt leat í nGaeilge, láithreach, breacfaimid síos do shonraí/sonraí, agus déanfaimid iarracht duine éigin a labhraíonn Gaeilge teangmháil a dhéanamh leat.

What we expect from you

Cavan local authorities aim to provide a high quality of service, in a safe and secure environment. Our customer conduct code has been established for members of the public who avail of the facilities and services provided by cavan local authorities. In order to achieve this, we ask our customers to note that the following behaviour will not be accepted:

- Behaviour which is disruptive and interferes with the use of the council's facilities by others.
- Harassment of staff or members of the public by use of offensive or inappropriate language.
- Use of violence or threat of violence towards staff and/or members of the public.
- Malicious damage to and/or theft of cavan local authorities property
- The use of alcohol and illicit drugs while using cavan local authorities' premises.
- Personal property being left unattended while using cavan local authorities facilities.
- Smoking within cavan local authorities premises is prohibited.
- Using mobile phones while transacting council business.

Your opinion of our service to you

Cavan local authorities is committed to providing you with an effective service through a process of on going evaluation. you can help by:

- Completing a Local Authorities customer comment form, available at all county council offices or at www.cavancoco.ie
- Writing to Cavan Local Authorities with your comments about our service or how we have provided that service to you. E-mailing your comments to cro@cavancoco.ie
- A complete copy of our Customer Charter is available at Reception upon request.

Contact cavan local authorities by letter, telephone or e-mail

If you write to us or e-mail us we will:

- Aim to respond to your query within 20 working days. If this cannot be done we will contact you by email, letter or phone and explain why and tell you when you can expect a full reply. Aim to respond in a manner that is clear and helpful
- If a section receives correspondence that relates to a matter not dealt with by that section, it will be forwarded to the appropriate section who, on receipt will respond to your query within 20 working days. If that section cannot do so, they will contact you by email, letter or phone and explain why and tell you when you can expect a full reply
- Ensure that letters responding to your query carry a contact name, telephone number and reference where appropriate.

Cavan local authorities include Cavan County Council, Cavan (www.cavantc.ie) Cootehill & Belturbet town councils.

Cavan County Council

Courthouse, Farnham Street, Cavan

Tel: 049 437 8300

email: info@cavancoco.ie

Web: www.cavancoco.ie

Access Officer: Emma Breiden

Inquiry Officer: Angela Reilly

Cavan Town Council

Town Hall Street, Cavan

Tel: 049 433 1397

email: tcinfo@cavantc.ie

Cootehill Town Council

Courthouse, Market Street, Cootehill

Tel: 049 555 2395

email: cootehilltc@cavancoco.ie

Belturbet Town Council

Creeny, Belturbet, Co Cavan

Tel: 049 952 2101

email: belturbettc@cavancoco.ie