



Cavan

Comhairle Contae an Chabháin
Cavan County Council

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Customer Charter
Cairt do Chustaiméirí

Access Cavan



providing access for all

Our Commitment to You

Cavan County Council 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

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

- Cavan County Council,
Customer Service Desk,
Ground Floor,
Johnston Central Library Building,
Farnham Street,
Cavan,
H12 A3T1.
Phone number: 049 4378300
Email: info@cavancoco.ie / eolas@cavancoco.ie

Cavan County Council also has three Municipal District Offices, located as follows:

- Cavan Belturbet Municipal District Office,
Church Street,
Ballyconnell,
Co Cavan,
H14 N471.
Phone number: 049 9526121
Email: info@cavancoco.ie / eolas@cavancoco.ie

- Bailieborough Cootehill Municipal District Office,
The Court House,
Market Street,
Cootehill,
Co Cavan,
H16 CX45.
Phone number: 049 4378490
Email: info@cavancoco.ie / eolas@cavancoco.ie
- Ballyjamesduff Municipal District Office,
The Court House,
Main Street,
Virginia,
Co Cavan,
A82 F8C8.
Phone number: 049 8547013
Email: info@cavancoco.ie / eolas@cavancoco.ie

If you call to any of our offices 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.

Customer Conduct Code

What we expect from you

Cavan County Council aims 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 County Council. 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 Council Council's property
- The use of alcohol and illicit drugs while using Cavan County Council's premises.
- Personal property being left unattended while using Cavan County Council's facilities.
- Smoking within Cavan County Council's premises is prohibited.
- Using mobile phones while transacting Council business.

Your opinion of our service to you

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

- Completing a Customer Service Query Form, available at all county council offices or at www.cavancoco.ie
- Writing to Cavan County Council with your comments about our service or how we have provided that service to you – our postal address is:
Cavan County Council
Courthouse
Farnham Street
Cavan
H12 R6V2
- E-mail your comments to our Customer Relations Officer at cro@cavancoco.ie

A copy of our Customer Charter is available at Reception upon request.

Contact Cavan County Council by letter 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 County Council contact information:

Email address: info@cavancoco.ie / eolas@cavancoco.ie

Postal Address: Cavan County Council
Courthouse
Farnham Street
Cavan
H12 R6V2

Customer Service Phone number: 049 4378300