



# **Customer Charter**

## **2021-2024**

**Approved by the Board of the  
Heritage Council 16<sup>th</sup> December 2021**



## Our commitment to you

We are committed to delivering the highest possible quality of service to all our customers, clients and partners.

## How to contact us

We will make it easy for you to access our services by providing a range of ways for you to contact us.

**Address:** The Bishop Palace, Church Lane, Kilkenny, R95 X264

**Phone:** 056 777 0777

**Email:** [mail@heritagecouncil.ie](mailto:mail@heritagecouncil.ie)

**Website:** [www.heritagecouncil.ie](http://www.heritagecouncil.ie)

**Facebook:** [www.facebook.com/TheHeritageCouncil](http://www.facebook.com/TheHeritageCouncil)

**Twitter:** [@HeritageHubIRE](https://twitter.com/HeritageHubIRE)

**YouTube:** [www.youtube.com/user/TheHeritageCouncil](http://www.youtube.com/user/TheHeritageCouncil)

## Courtesy and consideration

You are at all times entitled to be served:

- promptly and in a courteous manner
- with due regard to privacy and confidentiality
- by helpful staff.

## Access

We endeavour to:

- provide clean, accessible public offices
- facilitate you if you wish to conduct your business in Irish
- facilitate access if you have disabilities or special needs.

## Customer responsibilities

To make our service better, we ask that you:

- treat our staff with courtesy and respect
- provide full and accurate information.

## Consultation

We are committed to continually reviewing and developing our services. Your feedback is important to help us serve you better. Let us know how we have performed – tell us if we can do better and how you think we could improve.



## Complaints

If you are unhappy with the quality of service you received from us and would like to make a complaint, please follow our complaints procedure. You can get a copy of the procedure from our reception desk, on our website or by emailing us at [mail@heritagecouncil.ie](mailto:mail@heritagecouncil.ie).

## Customer Action Plan

Please view our Customer Action Plan at [www.heritagecouncil.ie](http://www.heritagecouncil.ie).