

Customer Charter

2021-2024

**Approved by the Board of the
Heritage Council 16th 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

Website: www.heritagecouncil.ie

Facebook: www.facebook.com/TheHeritageCouncil

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

YouTube: 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.

Customer Action Plan

Please view our Customer Action Plan at www.heritagecouncil.ie.