

The Ombudsman is a independent person who investigates complaints about the public service and its delivery of service. You can complain directly to the Ombudsman at any time. The Ombudsman will usually consider your complaint after it has been looked at under the complaints procedure. The Ombudsman address is :
Ombudsman, Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2
Temple Printing Co. Ltd, Athlone

STAGE 3

If you remain unsatisfied with our response to your complaint, you may lodge a complaint with the Ombudsman.
 If you are not satisfied with the response of the Customer Service Liaison Officer, you may lodge an appeal to:
STAGE 2
 Senior Executive Officer, Corporate Services, Westmeath County Council, County Buildings, Mullingar, Co. Westmeath
 Telephone: 044 9332000 Email: customerservice@westmeathcoco.ie

- Complaints in relation to the quality of our services should be submitted on the Customer Complaint Form available at all our offices. Complaints can also be submitted via our website or by email to customerservice@westmeathcoco.ie
- All complaints received will be acknowledged within 1 week.
- The Customer Services Liaison Officer for each section will issue a decision within 3 weeks of receipt of the complaint. Where this is not possible and interim reply will be issued setting out the reasons for the delay in responding.
- Where a mistake has been made an apology and explanation will be offered and every effort will be made to rectify the matter. Where a complaint highlights that our processes or procedures are deficient every effort will be made to remedy the situation as quickly as possible.

STAGE 1

COMPLAINTS PROCEDURE

CUSTOMER SERVICE COMPLAINTS AND REDRESS PROCEDURE
(Including Disability Issues under Disability Act 2005)



WESTMEATH LOCAL AUTHORITIES

Customer Comments & Complaint Form

"Your Service...Your Say"

HELP US TO HELP YOU!

