



SERVICE COMMENT/COMPLAINT FORM

Council Department Involved: _____

Date of Incident, if applicable: _____

Location, if applicable: _____

Nature of Comment/Complaint:

Signed: _____ **Contact Details:**

Address: _____ **Phone no. between 9.30am - 4.30pm**

Monday - Friday

_____ **Mobile:** _____

_____ **Email:** _____

Please sign, date & include your address.

On completion, this form should be emailed to ComplaintsOfficer@Fingal.ie. Alternatively, a hard copy may be posted to Complaints Officer, Fingal County Council, County Hall, Main Street, Swords, Co. Dublin.

If you make a complaint to the Complaints Officer, a response will be issued to you within 15 working days.

If you are not satisfied with the response issued to you, you may appeal the decision within four weeks to the Complaints Co-Ordinator, Corporate Affairs & Governance Department, Fingal County Council, Main Street, Swords, Co. Dublin.

In the event that you are not satisfied with the response of the Council you may avail of the opportunity to refer your complaint to the Office of the Ombudsman.

The Ombudsman is fair, independent, and free to use. The Ombudsman will ask you for details of your complaint and a copy of our final response to your complaint.

You may contact the Office of the Ombudsman via the link at www.ombudsman.ie or in writing to the Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773.