



Customer Services

<http://www.kilkennyvec.ie/content/read/title/customer-services>

County Kilkenny VEC is committed to delivering a quality service to individuals, community groups and business interests within County Kilkenny. We aim to deliver the best possible service to all our customers in an effective, efficient and caring manner.

County Kilkenny VEC has developed a number of initiatives which build on our commitment to a quality customer service. These include the following:

Customer Service Charter

This Charter outlines the level of service you can expect when you contact us.

Customer Comment Card

The Comment Card has been produced to assist us in obtaining feedback on the quality of the services which we provide.

Customer Service Action Plan

This document details what County Kilkenny VEC will do over the period of the plan to ensure that we put into action the Quality Customer Service Principles approved by the Government.

Complaints Procedure

This Procedure outlines the process by which complaints about the quality of service provided can be dealt with in a consistent, fair and transparent manner.

Please do not hesitate to contact our Customer Services Officer if you would like to discuss these initiatives in more detail.

Contact

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