

South West Mayo Development Company

Public Service Charter

South West Mayo Development Company CLG is a community-owned organisation and people are at the centre of everything we do. Our Public Service Charter is our commitment to you and outlines what you can expect when you deal with us.

We will

- Make sure that everyone has equitable access to our supports and services.
- Treat you with care, courtesy, respect, kindness and professionalism.
- Provide you with clear information about our supports and services and what we can and cannot do.
- Respect your time by keeping meetings short and arranged at times and locations that suit you.
- Store your information securely.
- Deal with you in a confidential manner.
- Work with children, young people, and vulnerable adults in line with our Child Protection and Vulnerable Adults policies.

We would like you to

- Treat us with respect.
- Be open and honest in your dealings with us.
- Respect our time by being on time for meetings or cancelling meetings in advance.
- Be patient. We have very busy periods where we may not be able to get to you as quickly as you would like. Please bear with us, we will come back to you.

Communication

- Phone calls to our offices will be answered promptly.
- Outside of working hours a phone messaging service is available.
- We will respond to telephone calls, emails and letters as quickly as possible.
- Letters and emails from SWMDC will include the name and details of the staff member dealing with you.
- If you want to meet a SWMDC staff member, this will be arranged as quickly as possible.

Compliments

If you experience great service from a member of our team, we want to hear from you. Please feel free to send your compliments to info@southmayo.com.

Concerns

If your service experience with us falls short in some way, we want to hear from you. Most issues can be dealt with informally, but where this is not possible, we have a formal Complaints Policy in place. Please contact us for a copy.



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