

# South Dublin County Partnership Customer Charter

## Our Mission Statement

South Dublin County (SDC) Partnership works with individuals, families, community groups, businesses and the statutory sector to tackle poverty and social exclusion in South Dublin County. We develop projects and services to support sustainable and vibrant communities where people can realise their potential and experience a high quality of life.

## In accessing any of our services, you are entitled to the following:

- To be dealt in a courteous, fair, impartial manner and in compliance with national equality legislation
- Your query is treated with importance and responded to as soon as possible
- Confidentiality is maintained at all times
- Our communication is open and transparent
- You are able to give us feedback on any of the services we offer

## We expect you in return to:

- Treat our staff in a courteous manner
- Respect and maintain confidential information
- Have an open and inclusive attitude towards other communities and individuals

## Tell us what you think:

We want to listen to our customers and act on what you tell us. We have a customer feedback card and we encourage you to complete one.

South Dublin County (SDC) Partnership is committed to ensuring that any customer complaint received is dealt with in a professional, confidential and timely manner. We have a customer complaint form and details of our customer complaints policy available across all of our centres and from [www.sdcpartnership.ie](http://www.sdcpartnership.ie)

**Larry O Neill**

**Chief Executive Officer  
South Dublin County Partnership**