



Clare County Council

Code of Conduct for Customers

This Code of Conduct is for members of the public who use the offices and facilities and who have dealings with Clare County Council.

Clare County Council aims to provide a high quality service in a safe and secure environment. In order to achieve this, we would ask our customers to note that the following behaviour **will not be accepted in any of our offices or facilities**.

1. Behaviour which is disruptive or dangerous and interferes with the use and enjoyment of the facility by others or interferes with the carrying out of the business of the Local Authority.
2. Harassment of staff or members of the public by use of abusive, sexist, racist, obscene or threatening language, either directly or indirectly in person or on phone or on social media platforms following dealings with staff of Clare County Council.
3. Use of violence or threat of violence or intimidation towards staff and/or members of the public.
4. Any deliberative damage to or theft of Clare County Council's property or threats to carry out such damage or theft.
5. Using Clare County Council's facilities while under the influence of alcohol or illicit drugs.
6. Smoking within Clare County Council's premises.
7. Leaving personal property unattended while using Clare County Council's facilities.
8. Using recording devices to record meetings or interactions with staff without their knowledge.
9. Intimidating behaviour, including accosting members of staff outside of their relevant office and attempting to coerce staff in any way.
10. Allowing children to be unsupervised and disruptive in Clare County Council's facilities.
11. Bringing pets or animals (other than Guide Dogs) into Clare County Council's premises is generally not permitted. The exceptions to this include parks or recreational facilities, where pets should be on a lead or under the control of the owner at all times.
12. The wearing of motor cycle or other helmets within Clare County Council's premises.

Please help us to encourage the responsible and considerate use of Clare County Council's facilities by observing this Code of Conduct. Failure to do so in certain circumstances will result in you being asked to leave the facility or An Garda Síochána being called to attend.

Thank You

Pat Dowling,
Chief Executive.

26th April, 2017