



Comhairle Contae Laoise

Laois County Council

Date: \_\_\_\_\_

### TENANT LIAISON SERVICE

Dear Sir/Madam,

You should use this form if you are making a complaint about a tenancy owned by Laois County Council. Please complete, sign and date this form and return it as soon as possible and no later than 14 days from the date the matter you are complaining about occurred. Once received, your written complaint will be acknowledged in writing and will receive due consideration. Complaints are dealt with pursuant to our internal procedures and in line with our anti-social behaviour strategy. You can view the strategy online at: <https://laois.ie/departments/housing/estate-management/>. The complaints procedure and the stages involved in processing a complaint are dealt with at pages 10-14. In discharging our obligations under section 35 of The Housing (Miscellaneous Provisions) Act 2009, the Council must follow due process when dealing with a complaint. Some complaints take longer than others to investigate, and, therefore, we ask that you bear with us whilst the procedures are followed. Due to the restrictions of data protection and freedom of information legislation we are not in a position to discuss the details of what is discussed between the Council and its tenants. The respondent in any complaint is equally entitled to have their privacy protected, therefore you will be notified that a complaint was either upheld or dismissed and given any additional advice of a general nature that may be necessary to assist you. You are not entitled to know if a sanction, such as a warning, has been applied to our tenant or if we have plans to seek possession of a dwelling, etc. Please note that not all complaints can be dealt with by the Housing Department. If your complaint cannot be dealt with under housing legislation you will be notified of this as soon as possible. Please note that criminal behaviour should first be reported to An Garda Siochana on Garda Confidential 1 800 666 111 or at your local Garda station. More information on reporting crime is available at <http://www.garda.ie>. Please be advised that if your fully completed form is not returned within the 14 day period as specified above it will be given no further consideration

Kind regards

Tenant Liaison Service  
Housing Department  
(05786) 74303



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**LAOIS COUNTY COUNCIL HOUSING SECTION**

**COMPLAINT FORM**

**(TO BE COMPLETED BY THE PERSON MAKING A COMPLAINT ABOUT ANTI-SOCIAL BEHAVIOUR/BREACH OF TENANCY)**

**SECTIONS (A) PLEASE COMPLETE YOUR OWN DETAILS BELOW:**

**NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_ **PHONE:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**I SOLEMNLY DECLARE THAT ALL INFORMATION GIVEN BY ME IS ACCURATE AND TRUE TO THE BEST OF MY KNOWLEDGE.**

**MY SIGNATURE BELOW:**

\_\_\_\_\_

**DATE:** / /



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IF YOU WISH TO HAVE YOUR NAME AS THE COMPLAINANT WITHHELD PLEASE INDICATE BY TICKING THIS BOX-

**YOUR CONSENT TO INVESTIGATE A COMPLAINT**

I understand that during the investigation of my complaint, and notwithstanding the efforts of Laois County Council to withhold my identity as complainant, the nature of the complaint is likely to disclose my identity to the person I am complaining about. I fully understand the risks associated with this and I am content to allow Laois County Council to proceed with the investigation of the complaint knowing this fact.

(PLEASE NOTE WE WILL NOT PROCEED WITHOUT YOUR SIGNED CONSENT!)

**DECLARATION**

I have read and understand the above statement and consent to Laois County Council proceeding with my complaint reference number (if known) : TLO/ / /

PLEASE PRINT AND SIGN NAME:

Name(s): \_\_\_\_\_

Address: \_\_\_\_\_

Date: \_\_\_\_\_

Witnessed by:

SIGNATURE: \_\_\_\_\_ (NAME IN PRINT): \_\_\_\_\_

Date: \_\_\_\_\_





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**SECTION (C).**

**WERE THERE ANY WITNESSES? ARE THEY WILLING TO SIGN STATEMENTS OF EVIDENCE TO SUPPORT YOUR COMPLAINT? IF SO, PLEASE NAME THEM AND SUPPLY THEIR CONTACT NUMBERS HERE:**

NAME:	ADDRESS:	TELEPHONE NUMBER:





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**SECTION (E).**

**WAS THIS MATTER REPORTED TO AN GARDA SIOCHANA?**

**IF SO, PLEASE SUPPLY THOSE DETAILS BELOW:**

<b>WHO MADE THE REPORT AND ON WHAT DATE?</b>	
<b>WHICH GARDA STATION WAS REPORT MADE TO?</b>	
<b>NAME OF GARDA WHO TOOK REPORT?</b>	
<b>REFERENCE NUMBER/PULSE NUMBER OF REPORT IN KNOWN PLEASE?</b>	
<b>DID THE GARDAI CALL TO INVESTIGATE THE INCIDENT?</b>	
<b>DID YOU SIGN A STATEMENT OF COMPLAINT?</b>	
<b>IF SO, ON WHAT DATE?</b>	









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Data Protection Act 2018 (as amended)

## PRIVACY STATEMENT

### Who are we?

Laois County Council (the Council) is the democratically elected unit of Local Government in County Laois and is responsible for providing a range of services to meet the economic, social and cultural needs of the people of our County. In order to provide the most effective and targeted services to meet the needs of the citizens, communities and businesses of County Laois we will be required to collect, process and use certain types of information about people and organisations. Depending on the service being offered, information sought may include 'personal data' as defined by the Data Protection Acts and the General Data Protection Regulation (GDPR) and may relate to current, past and future service users; past, current and prospective employees; suppliers; and members of the public who may engage in communications with our staff. In addition, staff may be required, from time to time, to collect process and use certain types of personal data to comply with regulatory or legislative requirements or to carry out functions in the public interest.

### Why do we have a Privacy Statement?

This privacy statement has been created to demonstrate the Council's commitment that personal data you may be required to supply to us is;

- Obtained lawfully, fairly and in a transparent manner
- Obtained for only specified, identified and legitimate purposes
- Processed for purposes which we have identified or purposes compatible with the purposes that we have identified.
- Adequate, relevant and limited to what is necessary for purpose for which it was obtained
- Personal data collected and processed must be accurate and (where necessary) kept up to-date.
- Kept only for as long as is necessary for the purposes for which it was obtained.
- Processed in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing.

More detail is available in our Data Protection Policy Statement at <https://laois.ie/data-protection/>

or you can request a hard copy at 05786 64000.



**What is the activity referred to in this Privacy Statement?**

**Anti-Social Behaviour/breach of Tenancy Complaints**

**What is the basis for making the processing of this personal data lawful?**

Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Laois County Council in accordance with Article 6(1) (e) of the General Data Protection Regulation, 2016. Specifically the lawful basis for this process is Housing (Miscellaneous Provisions) Act 2009, Housing (Miscellaneous Provisions) Act 2014.

**We require contact details**

In order to communicate with you, you will be asked for contact details. You do not have to provide all contact details but providing more, such as email, phone, address, makes it easier to communicate. Please note that to help protect your privacy; we take steps to verify your identity before granting access to personal data. These contact details may also be used to verify your identity.

**What other types of personal data do we need to undertake this activity?**

To assist with your complaint we will also require information in relation to the party that the complaint is in relation to.

**What will happen if the personal data is not provided?**

Laois County Council Housing Department will not be able to investigate the complaint if the required information is not provided.

**Am I the only source of this personal data?**

In some instances to assist with the delivery of the activity or to comply with regulatory or legislative requirements personal data is sourced from a third party.

This applies to complaints made in relation to this activity.

**Is personal data submitted as part of this activity shared with other organisations?**

The Council may, to fulfil statutory or regulatory obligations or in the public interest, from time to time, have to share personal data with other organisations or entities (in Ireland or abroad). Where this is required the Council shall have regard to your rights, to the security and integrity of the data and will minimise the data shared.



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**Sharing may apply to Anti-Social Behaviour/breach of Tenancy Complaints made**

**Data may be shared with:**

- Office Of the Ombudsman
- An Garda Síochána
- The Health Service Executive
- The Criminal Assets Bureau
- The Minister for Social Welfare
- The Revenue Commissioners

**How long is my data kept for?**

The Local Authority sector operates under a detailed record retention policy which outlines time periods for which your personal data will be retained and what will happen to it after the required retention period has expired. The National Record Retention Policy for Local Authority Records is available: <https://laois.ie/data-protection/>

**Do you need to update your records?**

Laois County Council must take reasonable steps to ensure that personal data we have about our customers is correct and up to date.

In addition, if the data held by us is found to be inaccurate you have the right to rectify/correct this.

If you find that personal data we have about you is inaccurate or needs to be updated (for instance, you may have changed your name, address, contact details etc.) then please contact us so that we can correct it. You can do this by:

Writing to us at: Laois County Council, Corporate Services, Aras an Contae, Portlaoise, Co. Laois  
R32 EHP9

Emailing us at [corpaffairs@laoiscoco.ie](mailto:corpaffairs@laoiscoco.ie)

When making a request to update your records please provide evidence to support this - for example a copy of a document containing your new address – utility (Gas, Electricity, Phone) bill etc. and proof of your identity



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**Your rights:**

**You have the right to obtain confirmation as to whether data concerning you exists, to request access to personal data held about you, to be informed of the content and source of data and check its accuracy.**

**If the data held by us is found to be inaccurate you have the right to rectify/correct this – see above on how to update your records.**

**You also, subject to certain conditions being met, have the right to object to or seek restriction of the processing of personal data and to request the erasure of personal data held by the Council.**

**Please note that to help protect your privacy; we take steps to verify your identity before granting access to personal data.**

**To exercise these rights logon to <https://laois.ie/data-protection/> ,use one of the forms at our Counters or contact us. Completed applications should be returned to:**

**Laois County Council - Access to Data Protection Officer**

Phone	05786 64000
E-mail	<a href="mailto:dataprotection@laoiscoco.ie">dataprotection@laoiscoco.ie</a>
Postal Address	ARAS AN CONTAE, PORTLAOISE, COUNTY LAOIS, R32 EHP9



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**Right of Complaint to the Data Protection Commissioner**

If you are not satisfied with the outcome of the response received by the Council you are entitled to make a complaint to the Data Protection Commissioner who may investigate the matter for you. The Data Protection Commissioner's website is [www.dataprotection.ie](http://www.dataprotection.ie) or you can contact their Office at:

Lo Call Number	1890 252 231
E-mail	<a href="mailto:info@dataprotection.ie">info@dataprotection.ie</a>
Postal Address	Data Protection Commissioner Canal House Station Road Portarlinton, Co. Laois. R32 AP23.

**Changes to Privacy Statement:** We may make changes to this Statement. If we make changes they will be posted below.

**LAST UPDATED ON:** October, 2019