



**Comhairle Contae
Dhún na nGall**
Donegal County Council

Code of Conduct for Customers and Members of the Public

Donegal County Council aims to provide a high quality of 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 facilities. This Code of Conduct has been established for all those who use the facilities and have dealings with Donegal County Council including customers, elected members and members of the public.

Please note that the following behaviour is not acceptable:

1. Behaviour which is disruptive and interferes with the use and enjoyment of the facility by others.
2. Harassment of employees or members of the public by use of abusive, racist, obscene or threatening language.
3. Use of violence or threat of violence toward employees and/or members of the public.
4. The posting of unacceptable comments or offensive material on any social media platform or Internet site about employees of the Council which refer or relate to their role with Council.
5. Malicious damage to and/or theft of Council property.
6. The use of alcohol and illicit drugs while using Council facilities.
7. Smoking in public areas within Council premises.
8. Personal property being left unattended while using Council facilities.
9. Unauthorised audio or video recording including livestreaming.

Please help us to encourage the responsible and considerate use of Council facilities by observing the Code of Conduct.

Members in breach of these terms and conditions will have their access to the Library service suspended. The periods of suspension will be at the discretion of Donegal County Library. Users may be permanently suspended from the service for serious or repeated breaches of the terms and conditions.

Members have 30 days to appeal the suspension. The appeal should be made in writing/email for the attention of the County Librarian.