

Request for alternative formats:

Carlow Local Authorities

Request for Documentation/Information in an Alternative Format

What information is available in alternative format?

All published information is available in alternative format, where it is practical and where funding permits. Such documents may include application forms, information leaflets, reports, explanatory documents and other such public interest/service documents.

Examples of Accessible Formats available

- Large Print Version
- Easy-to-Read Version
- Braille
- Print on Colour Contrast
- Other alternative formats as may be requested

Sign Language Interpreters will be provided for public events, meetings, interviews and other events where necessary and where identified / requested in advance.

It should be noted that each request will be dealt with on an individual basis and availability will depend on the document and the particular format requested.

How to make a request for information in an alternative format.

- In writing, to the Senior Executive Officer Corporate Services/Human Resources, Carlow County Council or the Town Clerk, Carlow Town Council . Requests should be signed and dated by persons making request where at all possible.
- By emailing the above Directly (email addresses below).
- By phoning any member of our Customer Service Desk @ 059/9170300

Information needed on request:

- Name, address and contact details of person requesting information.
- Specific details of document/information being requested.
- Time frame in which information is required and reason for any specific deadlines.
- If request is for a sign-language interpreter please specify full details of interview/event/meeting.

In cases where the person making the request is unable to complete the request in writing, the assisting staff member will complete same on their behalf.

Receipt of Requests

- All requests received by staff members should be forwarded to the Senior Executive Officer Corporate Service/Human Resources or the Town Clerk
- All requests will be acknowledged within 3 working days of receipt and will be dealt with within 10 working days of receipt.
- Where a delay in providing information occurs, the person making the request will be made aware of a date in which they can expect to receive the information.
- Where necessary, reasons for not being able to provide information requested will be explained fully in writing to the person making request.

Any further queries please contact:

- **Eamon Brophy, Senior Executive Officer, Corporate Services/Human Resources, Carlow County Council, Athy Road Carlow . Phone No. 059/9170345 or by emailing ebrophy@carlowcoco.ie**
- **Michael Brennan, Town Clerk, Carlow Town Council, Centaur Street, Carlow. Phone No. 059/9131474 or by emailing mbrennan@carlowcoco.ie**