



# FEEDBACK & COMPLAINTS PROCEDURE

CoisCéim Dance Theatre is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

CoisCéim Dance Theatre welcomes both positive and negative feedback. We aim to ensure that:

- it is as easy as possible to make a complaint;
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- we treat it seriously whether it is made by telephone, letter, fax, email or in person;
- we deal with it quickly and politely;
- we respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc;
- we learn from complaints, use them to improve, and monitor them at Board level.

## If you have feedback or a complaint –

### STEP ONE

If you do have a complaint about any aspect of our work, you can contact Sarah Latty our General Manager in writing or by telephone. In the first instance, she will deal with your complaint. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details. Please write to: Sarah Latty, CoisCéim Dance Theatre, 42 Fairview Strand, Dublin 3 Tel: 01 878 0558 Email: [info@coisceim.com](mailto:info@coisceim.com). While our offices are not open to the public, appointments can be made upon request.

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within **7 days**, and do everything we can to resolve it within **21 days**. If this is not possible, we will explain why and provide a new deadline.

What if the complaint is not resolved? If you are not happy with our response, you may get in touch again by writing to CoisCéim's Chairman at CoisCéim Dance Theatre, 42 Fairview Strand, Dublin 3. The Chairman will ensure that your appeal is considered at Board level and will respond within **two weeks** of this consideration by Board members. Please note that the Board meets every 6-8 weeks and therefore your patience is appreciated

### STEP TWO

Ideally in the first instance you should address your complaint to the organisation as outlined above. You may however at any stage make your complaint in writing to the Charities Regulator who oversee charities compliance in relation to the GUIDELINES FOR CHARITABLE ORGANISATIONS ON FUNDRAISING FROM THE PUBLIC. The Charities Regulator can be contacted by email - <https://www.charitiesregulator.ie/en/contact-us> or telephone - 01 211 8600.