

IRISH CHAMBER ORCHESTRA COMPLAINTS AND RESPONSE PROCESS

This document outlines the Irish Chamber Orchestra's complaints and response process.

The Irish Chamber Orchestra 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.

The Irish Chamber Orchestra welcomes both positive and negative feedback. Therefore 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 our Board.

If you have feedback or a complaint – Step One

If you do have a complaint about any aspect of our work, you can contact our CEO Gerard Keenan in writing or by telephone. 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.

Write to:

Gerard Keenan

CEO

Irish Chamber Orchestra

University of Limerick

Limerick

Email: Gerard.keenan@ul.ie

Tel: 061 202351

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 at our earliest convenience and do everything we can to resolve it within an acceptable timeframe.

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the Chair, Aibhlín McCrann. The Chair will ensure that your appeal is considered at Board level.