

# FEEDBACK & COMPLAINTS PROCEDURE



## Handling Feedback and Complaints

Ballet Ireland 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. Ballet Ireland 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, 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.

## What to do if you have feedback

If you have a comment about any aspect of our work, you can contact Ballet Ireland in writing or by telephone. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

### Write to:

Martin Lindinger  
General Manager  
Ballet Ireland  
Agher  
Summerhill  
Co Meath  
A83 WK70

Telephone: +353 46 955 7585 or email: [martin@balletireland.ie](mailto:martin@balletireland.ie)

We are open 5 days a week from 9.30am to 5.30pm.

### **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 working days, and do everything we can to resolve it within 21 working 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 Ballet Ireland's Chair, Una O'Hare. The Chair will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

### **Public Disclosure Statement**

Ballet Ireland is open about whether those seeking donations on their behalf are volunteers, employees of the organisation or are third party agents.

Anyone fundraising on behalf of Ballet Ireland must ensure that prospective donors are aware of their status, i.e. volunteers, employees or third party agents.