

féile ealaíne an



earagail

arts

festival

www.eaf.ie

Made In Donegal

Complaints Policy

Earagail Arts Festival is committed to ensuring that all our communications and dealings with our members, the general public, our supporters and all who engage with us are of the highest possible standard. We listen and respond to the views so that we can continue to improve.

Earagail Arts Festival welcomes both positive and negative feedback. Therefore, the festival aims to ensure that:

- It is as easy as possible to make a complaint, where the need arises
- The festival treats as a complaint any clear expression of dissatisfaction with our operations which calls for a response
- The festival treats every complaint seriously, whether made by telephone, letter, email or in person
- The festival deals with any complaint quickly and politely
- The festival responds accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken, etc.
- The festival learns from complaints, use them to improve, and monitor them at Board level

What to do if you have a complaint?

If you do have a complaint about any aspect of our work, you can contact Earagail Arts Festival in writing or by telephone. In the first instance, your complaint will be dealt with by our CEO.

Please let us know how you would like us to respond, with relevant contact details, to:

*Paul Brown
CEO & Artistic Director
Unit 2C
Riverside Office park
Neil T Blaney Rd.
Letterkenny
Co. Donegal
F92 YN40*

The festival office is open from 9am to 5pm, Monday to Friday.

What happens next?

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

All complaints will be logged in the festival 'complaints register' and tracked until they are resolved. The complaints register is reviewed by the board of directors annually.

What happens if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to Earagail Arts Festival's CEO. If you are still not satisfied with the outcome, you are invited to contact the chairperson of the board who will ensure that your appeal is considered at board level. S/he will respond within two weeks of this consideration by board members.

Acting on results

The festival will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

Your voice

The festival hopes you agree that most of the time it does provide a good quality of service. The festival values all feedback from those who engage with us and would also like to hear from you about what you think we do well.

N.B: This process for lodging complaints does not apply to Earagail Arts Festival's staff or volunteers, who have a separate policy for lodging any complaints.

Adopted as agreed on behalf of the Earagail Arts Festival Board of Directors:

A handwritten signature in blue ink, appearing to read "Mairéad Conboy".

20/05/2021