

## **Complaints Procedure**

### **Our aim is to ensure that**

- we have a clear procedure in place for receiving feedback/ complaints
- we understand complaints as a clear expression of dissatisfaction which calls for our response/action
- we treat feedback/complaints seriously whether they are made by telephone, letter, email or in person
- we deal with feedback/ complaints within a reasonable timeframe and with integrity and transparency;
- we respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken;
- we learn from constructive criticism and use it to improve

### **If you have feedback or a complaint**

If you wish to give us feedback or make a complaint, you can contact us in writing or by telephone. In the first instance, your feedback/complaint will be dealt with by our Executive Producer.

Contact details:

Dublin Dance Festival

Festival House, 12 East Essex Street, Dublin 2 (D02 EH42)

Tel: +353 1 679 8658

Email: [carina@dublindancefestival.ie](mailto:carina@dublindancefestival.ie)

If you contact us in person or over the phone, we will try to resolve the issue there and then. If you contact us by email or in writing we will respond 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. Don't forget to let us know how you would like us to respond to you, providing relevant contact details.

If you are not satisfied with how we deal with your complaint, you may also contact the Chair of Dublin Dance Festival's Board of Directors in writing. The Chair will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by the Board.

Please contact:

The Chair

Dublin Dance Festival

Festival House, 12 East Essex Street, Dublin 2 (D02 EH42)