

## **Linenhall Arts Centre Communication and Complaints Policy**

### Our Commitment to You

The Linenhall Arts Centre 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 your views so that we can continue to improve. The Linenhall Arts Centre welcomes both positive and negative feedback.

Therefore we aim to ensure that:

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

### What to do if you wish to give feedback?

If you do have feedback about any aspect of our work, you can contact the Linenhall Arts Centre in writing, in person or by telephone.

Any feedback received will be dealt by, in the first instance, the relevant member of staff. If a resolution is sought and cannot be found it will then be referred to the Linenhall Director and subsequently to the Chair of the Board of Trustees if deemed necessary.

You can give feedback:

- In person at the box office
- By telephone on (094) 902 3733
- In writing:
  - by letter to Linenhall Arts Centre, Linenhall St, Gorteendrunagh, Castlebar, Co. Mayo, F23 AN24
  - or by email to [info@thelinenhall.ie](mailto:info@thelinenhall.ie)

The Linenhall Arts Centre is open from 10.00 am to 5.00 pm, Monday to Friday.

### Online feedback

Please note that while we will do our best to respond appropriately, we cannot formally accept feedback shared online. Therefore we will not follow the process outlined in this policy for feedback shared online. We request that your feedback is processed via the channels outlined above: in person, by telephone or by letter/email.

### What Happens Next?

If you give feedback in person or over the phone, we will engage in communication there and then. Similarly, if you give feedback by email or in writing we will always acknowledge your correspondence within 7 working days, and do everything we can to resolve it with 21 working days. If this is not possible, we will explain why and give a new deadline.

All complaints will be logged and tracked until they are resolved. All logged complaints will be reviewed by the Board of Trustees annually.

### What happens if an issue is not resolved?

If you are not happy with our response, you may get in touch again by writing to the Linenhall Arts Centre's Director/Chief Executive Officer. If you are still not satisfied with the outcome, you are invited to contact the Chairperson of the Board of Trustees who will ensure that your appeal is considered at Board level. S/he will respond within two weeks of this consideration by Board members following the meeting closest to the date of complaint.

### Acting on Results

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

### Your Voice

We hope you agree that most of the time we do provide a high-quality service. We value all feedback from those who engage with us and would also like to hear from you about what you think we do well.

This process for lodging complaints or accepting feedback does not apply to the Linenhall Art Centre's staff or volunteers, who have a separate policy for lodging any complaints.

All communications with the public will be treated with respect, importance and discretion.