



## **Customer Charter**

**Reviewed: September 2022**



The statement applies to all employees, whether permanent or fixed-term, full-time or part-time, and irrespective of length of service. The policy also applies to others working or associated with this company, such as agency workers, contractors, freelance artists, volunteers, clients, suppliers and other service providers. Throughout this policy all these categories of workers are grouped as 'employees, contractors and freelance artists'.

### **Customer Charter**

Chamber Choir Ireland (CCI) serves a wide range of publics, including general visitors, artists, arts professionals, production companies, students and community groups. We also work with a number of other entities, such as The Arts Council, The National Concert Hall, other Government departments and agencies and the media.

The organisation's activities can be divided into two main areas:

**Artistic**, comprising rehearsals and performances, recordings, co-productions, and education programmes.

**Administrative**, comprising production & administration, finance, fundraising, marketing and publicity, and security.

Further details on the work of CCI are available on request.

Everyone at CCI is committed to serving all of our visitors and audience members in accordance with the highest standards of quality customer service. This Customer Charter has been put in place in order to improve customer service, by setting out and measuring customer service levels.

Across our full range of activities we undertake to:

- Ensure that our public spaces are safe, clean and accessible
- Offer services of value that meet the needs and expectations of all parts of the communities we serve
- Interact with all our visitors and customers courteously and informatively in a consistent and impartial manner
- Provide prompt, accurate and detailed information on our programmes, services and facilities to visitors and customers
- Provide immediate response to telephone enquiries and for more substantive queries respond within five working days



- Always give a name, phone number and email address to assist customers in their dealings with CCI
- Provide an accessible and fair complaints and redress system wherein complaints are given high priority and responded to within one working day
- Work to continually improve our service to the public

Performance against the service standards set out in this Customer Charter will be continuously monitored and updated as needed. In order to assist us in complying with these undertakings, we welcome your comments as to how we might build on these commitments in the future.

Comments and complaints can be made to:

Chamber Choir Ireland

c/o The National Concert Hall

Earlsfort Terrace, Dublin

D02 N527

Telephone: +353 (0) 524 0276

Email: [majella@chamberchoireland.com](mailto:majella@chamberchoireland.com)