



## **Feedback and Complaints Procedure**

**Reviewed: September 2022**



Chamber Choir 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 our communications.

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, fax, email or in person;
- we deal with it quickly and politely;
- we respond appropriately with actions taken to rectify and/ or further information;
- we learn from complaints, use them to improve, and monitor them at management and Board level.

If you do have any feedback or a complaint about any aspect of our work, you can contact Chamber Choir Ireland in writing or by telephone.

In the first instance, your comment will be dealt with by our Chief Executive, Majella Hollywood. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details to:

Majella Hollywood, CEO  
Chamber Choir Ireland  
Earlsfort Terrace  
Dublin 2  
Tel: 00 353 (1) 524 0276  
Email: [majella@chamberchoireireland.com](mailto:majella@chamberchoireireland.com)

Working hours are 10am – 5.30pm each day, Monday – Friday.

### **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 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.