



## **Feedback and Complaints Procedure**

Irish National Opera 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.

Irish National Opera welcomes both positive and negative feedback. Therefore 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, email or in person;
- we deal with it quickly and politely;
- we learn from complaints and use them to improve our operations.

## **What to do if you have feedback**

If you do have a complaint about any aspect of our work, you can contact the Head of Corporate Communications & Development in writing or by telephone.

In the first instance, your complaint will be dealt with by our Head of Corporate Communications & Development. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Contact:

Head of Corporate Communications & Development  
Irish National Opera  
69 Dame Street  
Dublin 2

Tel: +353 1 679 4962

Email: [info@irishnationalopera.ie](mailto:info@irishnationalopera.ie)

### **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.

### **What if the complaint is not resolved?**

If you are not happy with our response, you may get in touch again by writing to the Executive Director. The Executive Director will try to resolve the complaint and if appropriate bring it to the attention of the Board.

### **If you have feedback or a complaint – Step Two**

#### **Charities Regulator**

Ideally in the first instance you should address your complaint to the organisation as outlined above. You may however at any stage make your complaint to the Charities Regulator who oversee charities compliance with the Guidelines for Charitable Organisations on Fundraising from the Public.