

Feedback and Complaints Procedure

Blue Teapot Theatre Company is very thankful for the generosity of supporters and the general public. We are committed to ensuring we live up to our reputation as a respectful, honest and open organisation, and we aim to continue to achieve the highest standards in fundraising practice. Blue Teapot Theatre Company listens and responds to the views of the general public and our supporters so that we can continue to improve in this regard.

Blue Teapot Theatre Company welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- It is as easy as possible to make a complaint and give feedback
- We treat feedback and complaints seriously whether made by telephone, letter, fax, email or in person
- We deal with it quickly and politely
- We respond appropriately to the situation, and with respect to opinions
- We learn from complaints, use them to improve, and monitor them at management level

If you have feedback or a complaint about any aspect of our fundraising work or the conduct of our staff or volunteers, you can contact Blue Teapot Theatre Company by email, by post, by telephone or in person.

Sonja Brodie
General Manager
Blue Teapot Theatre Company
Munster Avenue
Galway

Tel: 091 520977
Email: info@blueteapot.ie
Web: www.blueteapot.ie

We are open Monday to Thursday from 9:00am to 5:00pm.

In the situation of a complaint being made which involves a fundraising co-ordinator, the complaint will be re-directed to Petal Pilley:

Petal Pilley
CEO and Artistic Director
Blue Teapot Theatre Company
Munster Avenue
Galway

Tel: 091 520977
Email: director@blueteapot.ie
Web: www.blueteapot.ie

In the first instance, your feedback or complaint will be dealt with by a staff member who will resolve the issue, or forward it to the most appropriate person to respond. 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.

What happens next?

If you pass on feedback or complain 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 endeavour to respond within a period of 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 a complaint is not resolved to your satisfaction?

If you are not happy with our response, you may get in touch again by writing to Blue Teapot Theatre Company's Chairperson. The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

Please Contact:
Fiona Coffey
Chairperson
Blue Teapot Theatre Company
Blue Teapot Theatre
Munster Avenue
Galway

Tel: 091 520977

You will receive confirmation of receipt of your complaint within a specified number of days.

This complaints procedure does not apply to Blue Teapot Theatre Company's staff or agents.

This complaints procedure applies only to Blue Teapot Theatre Company's Fundraising Department.

There is a separate complaints policy and procedure for service provision within Blue Teapot Theatre Company