

FEEDBACK AND COMPLAINTS POLICY

Blue Teapot Theatre Company CLG is committed to ensuring that all our communications and dealings with the public and our supporters are of the highest possible standard. We listen and respond to the views of the public and supporters so that we can continue to improve.

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

- It is as easy as possible to make a complaint.
- We facilitate those who may not have the capacity to articulate a grievance or complaint.
- We treat as a complaint any clear expression of dissatisfaction with our operations that calls for a response.
- We treat feedback and complaints seriously whether made by telephone, letter, email or in person.
- We deal with feedback and complaints quickly and politely.
- We respond accordingly – with an explanation or an apology where we have things wrong, and information on any action taken.
- We ensure that complaining will have no adverse implications for your dealings with our programme or services.
- We ensure that where appropriate, all information in relation to the complaint is kept confidential.
- We learn from complaints, use them to improve, and monitor them at Board level.

What to do if you have feedback

If you have a comment about any aspect of our work, you can contact the Blue Teapot Theatre Company in writing or by telephone. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Please address any feedback or complaints to:

Executive Director
Blue Teapot Theatre Company
Munster Avenue
Galway H91 FVF8
Ireland.

Tel: 091 520 977

Email info@blueteapot.ie

Please note - We operate 4 days a week Mon –Thurs from 9.00 am to 5.00 pm

What happens next?

If you contact us in person or over the phone, we will try to resolve the issue there and then. Similarly, if you submit your complaint 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 happens if your complaint has not been resolved to your satisfaction?

If you are not happy with the response you receive, you may get in touch again by writing to Blue Teapot Theatre Company's Chairperson at the same address. Please give us as much detailed information as possible on the issue, including your previous correspondences, outlining how you would like us to respond further, providing relevant contact details.

The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration.

Compliments

Blue Teapot recognises and truly appreciates compliments about positive experiences our services have on beneficiaries, stakeholders, audiences and public when interacting with our organisation.

Any one taking the time to contact us to compliment and share comments will be acknowledged and thanked for the positive feedback. All compliments will be formally noted as a measure of good practice and shared across our organisation.