

HANDLING COMPLAINTS

Druid Performing Arts CLG 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.

Druid Performing Arts CLG 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, fax, email or in person;
- we deal with it quickly and politely;
- we respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc;
- we learn from complaints, use them to improve, and monitor them at our Board.

What to do if you have feedback

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

In the first instance, your complaint will be dealt with by our Artistic Director. 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.

Write to:

Artistic Director
Druid Performing Arts CLG
The Druid Building
Flood Street
Galway
Tel 091 568660
Email info@druid.ie