

## **Irish Writers Centre Complaints Procedure**

### **Complaints Procedure**

The Irish Writers Centre is committed to ensuring that all our communications and dealings with the general public, our supporters, members, participants and partners are of the highest possible standard. We listen and respond to the views of the general public, our supporters, members, participants and partners so that we can continue to improve.

#### **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 any feedback or complaint seriously whether it is made by telephone, letter, email or in person.
- We will deal with it quickly, politely and respectfully.
- We will respond to the situation appropriately and accordingly.
- We learn from our complaints, use them to improve and monitor at Management level.

#### **If you have feedback or a complaint**

If you have a complaint about any aspect of our work, you can contact the Irish Writers Centre in writing. In the first instance, your complaint will be dealt with by a staff member who will aim to resolve the issue themselves or forward it to the most appropriate person to respond. Please give us as much information as possible and let us know in what format you would prefer us to respond to you, providing relevant contact details. Please add the word *Complaints* in the subject line of the email.

#### **Write to:**

Name of Person: Orla Martin

Title: Administrator

Address: 19 Parnell Square, Dublin 1, D01 E102

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

#### **What happens next?**

We will try to resolve the issue there and then and will always acknowledge your complaint within 7 days. We will 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 Irish Writers Centre's Director, Valerie Bistany. Our Director will ensure that your appeal is considered at Management level and will respond within two weeks of this consideration by the Management Team.

**What if the complaint is still not resolved in light of above actions?**

If you are still not happy with our response, you may get in touch again by writing to the Irish Writers Centre's Chair, Breda Brown. The Chair of the Board of Directors will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

For further information, please refer to our Booking Conditions & Cancellation Policy:

<https://irishwriterscentre.ie/cancellation-policy/>