



Irish Writers Centre

Customer Care Policy and Complaints Procedure

Customer Care Policy

Our commitment to you:

To deliver the best possible service to you in an effective and respectful manner

Courtesy and Consideration

You are at all times entitled to be served:

- promptly and in a courteous manner
- with due regard to privacy and confidentiality
- by friendly and helpful staff
- fairly and with respect

Our Performance

We will:

- monitor and evaluate our performance
- review the development and delivery of our courses and activities in order to better meet the needs of all users of the Centre
- train our staff to meet your needs on an ongoing basis and ensure the best quality service
- ask you for feedback in our Course Survey & Annual Survey to better improve our services in the future

Quality and Care

We will:

- deal with your query openly and honestly and to the best of our ability
- make our services available through a range of channels so that you can access our services how, when and where it is convenient for you
- provide customer facilities that are safe and clean

Openness and Impartiality

We will:

- deal with you in a fair and open manner
- discuss any aspect of your dealings with us
- explain how a decision was reached
- give you the information you need in a clear and easily understandable way
- hold your personal details safely and securely, in line with our data commitments
- give the name and contact details of the person dealing with your query
- publicise our complaints procedure so you are aware of what to do if you are dissatisfied with the quality of service you receive

Access and Communication

We will:

- advertise our policies on refunds, cancellations and complaints publicly in our Booking Conditions & Cancellation Policy, available online on our website and in hard copy in the Centre
- deal with your enquiries in a prompt and effective manner
- use simple and clear language in our print and online communications
- accommodate our customers, when possible, who wish to conduct their business through Irish

What we ask of you

In order to help staff to keep our commitments, we ask that you:

- treat staff in a courteous, civil and fair manner in all your dealings with us, whether in person, by phone, in writing, or online, including via social media
- have patience with us at peak times when available staff are busy
- give us feedback by making comments, complaints or suggestions about the service you receive and letting us know when we do something well
- provide full, accurate and up-to-date information

- treat our staff politely, patiently and with courtesy
- in the event that you are unhappy with any aspect of any course, please contact us at info@irishwriterscentre.ie

We will not accept:

- the use of threatening, offensive or inappropriate language towards our staff or towards members of the public
- the use of violence or the threat of violence or physical endangerment of staff or members of the public
- abusive behaviour
- trespassing
- harassment
- bullying
- discrimination
- intimidation
- sexual harassment
- behaviour which is disruptive and interferes with the use and enjoyment of our facilities by others
- malicious damage to property in the Irish Writers Centre
- theft from the Irish Writers Centre
- smoking and vaping within the Centre
- discriminatory behaviour, the use of discriminatory language including rude comments, offensive jokes or comments about sex, gender, background, race, affiliation, religious or cultural traditions

The safety and comfort of staff and users of the Irish Writers Centre is paramount. Anyone exhibiting any of the above behaviours or other behaviours considered disruptive or offensive will be asked to leave the Irish Writers Centre immediately.

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 call 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: Niamh Richardson

Title: Reception Administrator

Address: 19 Parnell Square, Dublin 1, D01 E102

Email: info@irishwriterscentre.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 still not happy with our response, you may get in touch again by writing to the Irish Writers Centre's CEO, Mags McLoughlin. The CEO 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/>

Policy details

This Customer Care Policy and Complaints Procedure is reviewed annually. It was last reviewed in March 2026.