



Áiseanna Tacaíochta | Feedback and Complaints Procedure

We here at Áiseanna Tacaíochta (ÁT) are 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.

We welcome both positive and negative feedback.

Therefore, we aim to ensure that we:

- make it as easy as possible to make a complaint
- treat any clear expression of dissatisfaction with our operations which calls for a response, as a complaint
- treat a complaint seriously, whether it is made by telephone, letter, fax, mail or in person
- we deal with a complaint quickly, fairly and politely
- respond accordingly - for example, with an explanation or an apology, or with information on any action taken - where we have got things wrong
- learn from complaints, use them to improve, and monitor them at our Board.

What should I do if I have a complaint?

If you do have a complaint about any aspect of our work, you can contact Dearbhla Ní Mhaolagáin, our Administration Officer, in writing or by telephone. Please give as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

To submit your feedback or complaint in writing, send it to Dearbhla Ní Mhaolagáin, Áiseanna Tacaíochta, City Junction Business Park, Northern Cross, Malahide Road, Dublin 17 or email dearbhla@theatnetwork.com. To discuss it by phone, call 01 525 0707.

In the first instance, your complaint will be dealt with by our CEO, Paul McBride.

We are open 5 days a week from 9.00 am to 5.00 pm, and closed between 1.00 pm and 2.00 pm each day.

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. All complaints received, written or verbal will be acknowledged within 5 working days. The complaint will be clarified with the complainant and any investigation deemed appropriate will be commenced. Where possible, the investigation will be concluded within 30 days of its initiation. If this is not possible, we will explain why and provide a new deadline

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What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to our Chairman. The Chairman will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members. Our Board meet every other month.

Please note that this complaints procedure does not apply to ÁT staff or agents.



ÁISEANNA TACAÍOCHTA

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Charity Registration Number: CHY 19324 (Ireland) | Company Registration Number: 489250

Directors: Dr. Kevin McCoy (Chairperson), Emma Caparangca (Company Secretary), Owen Collumb, Ann Kennelly, Peter Moore, Dr. Mary Keogh, Brian Duncan, Morgan McKnight.