

# CRASH ENSEMBLE

REF:  
SOP-10

## Feedback & Complaints

Crash Ensemble 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 our communications.

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 all complaints seriously regardless of the manner in which they were made (eg in person, by phone, email)
- we deal with it quickly and politely;
- we respond appropriately with actions taken to rectify and/ or further information;
- we learn from complaints, use them to improve, and monitor them at management and Board level.

If you do have any feedback or a complaint about any aspect of our work, you can contact us by email. If you would like to speak to someone about your complaint rather than in writing, please let us know in your email.

In the first instance, your comment will be dealt with by Crash's CEO, Siân Cunningham.

Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details to:

Siân Cunningham  
CEO  
Crash Ensemble  
The National Concert Hall  
Earlsfort Terrace  
Dublin 2

Email: [sian@crashensemble.com](mailto:sian@crashensemble.com)

We are contactable 5 days a week during office hours, Monday to Friday.

### What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain 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 if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to Crash Ensemble's board at the above address and your complaint will be reviewed by the relevant sub-committee. If you are not happy with their response, your complaint will be reviewed by the Chairperson of the Board.

	The Chair will ensure that your appeal is considered and will respond within four weeks.
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<b>References:</b>			
<b>CREATED</b> DATE: 15 July 2022 BY: SC	<b>APPROVED</b> DATE: 22 August 2022 BY: Board	<b>LATEST REVIEW</b> DATE: BY: CEO/Board	<b>REVIEW DUE</b> DATE: August 2023 BY: CEO/ Board
<b>DISTRIBUTED TO:</b> Board			