



COMPLAINTS PROCEDURES

In the event that a complaint is made, An Grianán Theatre's policy is that the following procedures should be complied with:

(Please note that, should the individual be under the age of 18 years, parents/legal guardians must be contacted and informed of the matter.)

Complaints should be brought, in the first instance, to An Grianán Theatre's Director. Where circumstances prevent this, the complaint must be brought to the attention of a member of An Grianán Theatre's Board of Trustees.

1. The complaint recipient must listen thoroughly to the individual making the complaint rather than question him/her directly.
2. Details of the conversation/complaint should be recorded accurately and fully (as a written or typed record), preferably at the time the conversation takes place but, if this is not feasible, then immediately afterwards. This record must be dated, timed and provide basic details of those present during the conversation (name and position).
3. The complaint recipient must offer the individual making the complaint reassurance that necessary steps will be taken to resolve the matter but, on no account, must guarantees be made.
4. The complaint recipient must explain to the individual making the complaint what is likely to occur next in the process and what form the investigation is likely to take.

5. In the event that An Grianán Theatre's Director is the complaint recipient, where deemed necessary, the Director will contact the Board of Trustees to make them aware of the matter and to discuss necessary procedures.
6. Written/typed records must be regularly updated accurately and thoroughly (providing dates, times and basic details of who is involved or present during formal discussions or related events) during the process of the complaint and any associated progression.

All complaints made by Older people, children or young people, parents, staff and volunteers must be taken seriously and dealt with in the strictest confidence. Details of complaints made should never be disclosed to anyone uninvolved in the matter. Records made should be stored securely with access provided only to those necessarily involved.

This policy fulfils the requirements of the legislation and embraces the principles of best practice in relation to Complaints Policies and procedures in both the Republic of Ireland and the United Kingdom.

Adopted as agreed on behalf of An Grianán Theatre's Trustees:

Sean Mc Cormack
Chairman

Date
16 January 2012