



dlr MILL THEATRE
D U N D R U M

Feedback & Complaints Procedure

The Mill Theatre Management CLG is committed to ensuring that all communications and dealings with members, participants and the public are of the highest standard.

We listen and respond to the views of members, participants, supporters and the general public so that we can continue to improve.

We welcome both positive and negative feedback and 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 it seriously whether it is made by telephone, letter, email or in person;
- we deal with it quickly and politely;
- we respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken;
- we learn from complaints, use them to improve, and monitor them at board level.

If you have feedback or a complaint about any aspect of our work, you can contact in the first instance the General Manager in person, in writing or by telephone. Your complaint will be dealt with by the General Manager in consultation with the relevant staff member.

Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details. All email and written communication, should be addressed to The General Manager,

Address: The Mill Theatre Management CLG, Mill Theatre, Dundrum Town Centre, Dublin 14
Email: shona@milltheatre.ie Telephone: 01 2969340

What happens next?

If you complain in person or by telephone, we will try to resolve the issue there and then. If you complain by email or in writing, we will 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 contacting the Chairperson. The Chairperson will endeavour to address your concerns, however if this is not possible, the Chairperson will ensure that your issue is considered by the board and they or a nominated director will respond within two weeks of this consideration.