



West Cork Music Customer Complaints Policy & Procedures

Version 1 06-11-2024 – next update due 06-11-2026

Policy Statement

West Cork Music is committed to delivering and maintain high standards across all areas of our work. We believe it is important to work in an open and accountable way that builds trust and respect. We value all comments and feedback from our patrons, including complaints. We learn important lessons from the feedback we receive as this helps to continually improve our service.

We have developed this complaints policy and procedure to explain our approach to complaints. Our aim is to make it easy for patrons to make complaints and for us to have a clear system for considering, responding to, and aiming to resolve complaints.

We pledge to

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Publicise the existence of our complaints policy and procedure so that people know how to make a complaint
- Make sure all complaints are investigated fairly and in a timely manner
- Make sure that, wherever possible, complaints are resolved and relationships repaired
- Provide written confirmation of any actions taken
- Learn from complaints and use them to improve our service

What is a complaint?

A complaint is defined as any expression of dissatisfaction, however it is expressed. This would include complaints expressed face to face, via phone call, in writing, via email or any other method. The complaints procedure is intended to ensure that all complaints are handled fairly, consistently and where possible, resolved to the complainant's satisfaction.

Responsibilities

Our responsibility is to

- Deal with the complaint in a reasonable, sensitive and timely manner
- Take action where appropriate

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The complainant's responsibility is to

- Bring their complaint to our attention within 12 weeks of the issue arising
- Explain the problem as clearly and as fully as possible, including any action they have taken to date, such as speaking to a member of staff or volunteer informally
- Allow us reasonable time to deal with the matter
- Recognise that some circumstances may be beyond the control of the organisation

Confidentiality

We will handle all complaint information sensitively, involving only those who need to know in the steps to resolve the matter, and following any relevant data protection requirements. Upper management will be made aware of all complaints received, with anonymity maintained unless it is deemed necessary to identify the complainant.

How to contact us to make a complaint

Please report your complaint to a member of the staff as soon as possible, ideally during the festival or event it relates to. It is hoped that most complaints/concerns will be resolved quickly and informally. Such complaints may not be recorded, so if you would like your complaint recorded and dealt with formally, please follow the procedure outlined below.

If the complaint cannot be resolved in the moment or you decide to make your complaint at a later date, please follow the procedure outlined below. Any complaint relating to an individual may be regarded as a formal complaint and will follow the below procedures.

By phone: 027 52788

By email: info@westcorkmusic.ie

By post or in person: West Cork Music Box Office, 13 Glengarriff Road, Bantry, Co. Cork, Ireland

Please ensure to state which festival, event, persons and/or location(s) your complaint relates to.

Please ensure to inform us of the best method to respond to your complaint and where possible offer both a phone number and email address or postal address.

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We aim to acknowledge the receipt of any complaints within 5 working days and respond to any complaints within 10 working days. In June, July and August please allow 20 working days due to it being the height of our festival season.

Verbal Complaint: A member of staff will record your complaint on our system and read their notes back to you to ensure that it has been recorded accurately.

Written Complaint: A member of staff will create a record your complaint on our system.

The Box Office team will try to directly resolve your complaint, however if you remain unhappy, and/or the complaint is about the Box Office, and/or you wish to discuss further with upper management, we will forward your concerns to the relevant persons, depending on the festival, event, persons or location it relates to.

If a complaint is escalated, please allow 10 working days (or 20 working days in June, July, August) for a member of upper management to get in touch and to attempt to come to a resolution.

If the investigation of the complaint requires a longer timescale, you will be informed of this and kept updated on progress.

Any decision made and the nature of any action to be taken shall be communicated in writing to the complainant.

Learning from complaints

All complaints will be stored and recorded until fully resolved and an anonymised log of all resolved and ongoing complaints will be presented to the CEO and general manager to consider.

All complaints relevant to each festival will be discussed at staff meetings to ensure we can continue to learn and improve the service provided.