



Galway Community Circus

COMPLAINTS PROCEDURE

Policy number 15	Version 2
Drafted by Claire Carroll	Approved by Board on: May 2018
Responsible person: General Manager	Scheduled review date May 2021

It is the policy of Galway Community Circus to encourage our students, parents to provide comment and feedback on any aspect of our work, inclusive of any complaints they may have. We listen and respond to all views and feedback received so that we can continue to improve our services and standards. A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the operation of Galway Community Circus.

(Note: A complaint should not be confused with a Child Protection concern for which the reporting procedure from the Children First: National Guidelines for the Protection and Welfare of Children must be followed.)

We aim to ensure that:

- People know how to make a complaint;
- It is as easy as possible to make a complaint, where the need arises;
- We treat as a complaint any clear expression of dissatisfaction with our work or practices, which calls for a response;
- We treat every complaint seriously;
- We deal with any complaint quickly, with expedience and in a confidential manner. The complaint will only be discussed with those involved with the complaint;
- We respond accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken;

What to do if you have a Complaint?

Complaints can be made by telephone, letter, email, through the comment box at each class or in person to the tutor in charge, Head of Education, General Manager, Executive Creative Director, or chairperson of the board.

All complaints will be logged in our ‘complaints register’ and tracked until they are resolved. This is kept securely and only accessible to the General Manager, Executive Creative Director and circus chair. The complaints register is reviewed by the board of directors annually.

What happens when a complaint is made?

There are three stages to our complaint’s procedure:

Stage 1.

If a complaint is informal and submitted in person or over the phone, we will try to resolve the issue there and then. If you are not satisfied with the response, the person to whom you are

making the complaint will ask you if you would like to make a formal complaint in writing. This will be passed onto the General Manager or Executive Creative Director.

Stage 2.

If you submit your complaint by email or in writing, we will always acknowledge your complaint within 5 working days. A formal written complaint will always pass to our General Manager and circus director and we will do everything we can to resolve the issue within 21 days. If this is not possible, we will explain why and give you a new deadline.

Stage 3.

If the complaint is still unresolved and you wish to pursue the matter further, you should lodge the complaint in writing with the chairperson of the board of directors.

If the chairperson considers it necessary, a meeting will be organised between the chairperson, General Manager & Executive Creative Director and the person who made the complaint.

If the complaint relates to a member of staff, the Board will be anxious to ensure that there is due process and fair procedures applied, which generally include:

- that the staff member is fully appraised of all matters being considered by the board of directors, including being provided with copies of all relevant documentation;
- the right to respond and adequate time to prepare a response;
- entitlement to have someone accompany them or represent them at meetings if necessary.

If the complaint is not resolved during these meetings, the chairperson will make a formal report to the board within 10 days of the final meeting. When the board has completed its investigation, the chairperson will convey the decision of the Board to all relevant parties within five days of the decision being made.

The decision of the Board shall be final.