



Customer Feedback Policy

Effective: 11/08/08

Planned Review Date: 11/02/09

Customer Feedback Procedure:

We want to provide good-quality services for everyone. But should things go wrong, we need to know about them so that we can put them right and learn from them. This will help us to improve our performance.

We will make it easy for you to give feedback by doing the following:

- Advertising our feedback procedure through posters, complaints leaflets and forms in our offices and reception areas.
- Giving you the chance to give feedback:

In person

By phone: 01 6799277

In writing: General Manager, The Gaiety School of Acting, Sycamore Street, Meeting House Square, Dublin 2.

By using an online feedback form: http://www.gaietyschool.com/about_us/contact/

By Email at feedback@gaietyschool.com

By visiting our website: Feedback Procedure (click link) or

By fax 01 6799568

- Making the feedback procedure easy for you to understand and use.
- Offering to help you complete your feedback form if needed.
- Showing our commitment through training our staff to handle complaints in a positive way.
- Keeping you informed about the progress of your complaint.
- Making sure that we inform you of the result(s) in writing or in some other way that is suitable to you and your needs.

We will also have systems in place to help us learn from our mistakes by doing the following:

- Asking you what we can do to put things right.
- Ensuring that you have the chance to have your complaint investigated by senior management.
- Ensuring that staff members handling your complaint are trained in good investigative practices.



- Recording, monitoring and assessing all feedback so that we can continue to improve the quality of our service.
- Carrying out regular reviews of the feedback procedure to ensure its effectiveness.

The Complaints Procedure:

Face to Face and Telephone Complaints:

- Complaints should be made first to the receptionist, who will listen and record the details of your complaint.
- The receptionist will talk to you in a fair and courteous manner about your complaint and find out what you think we should put right.
- If the receptionist can resolve your complaint immediately, all action will be taken to do so.
- If the receptionist cannot resolve the complaint, they will locate the General Manager or Coordinator who can make some form of adjustment. Should the General Manager and Coordinator be unavailable, the receptionist will ensure that you are contacted within 48 hours by one of the above.
- The school will not respond to complaints made anonymously - a contact name, address, email and phone number must be given to the School when a complaint is being made.

Written Complaints:

- We will let you know that we have received your complaint within three working days of receiving it.
- You will be given the name and phone number of the person investigating your complaint.
- This person will contact you to talk to you about your complaint and find out what you think we should put right.
- You will receive a full response within 10 working days. If this is not possible, we will send you a letter explaining why there is a delay and detailing when you will receive a full response.
- The school will not respond to complaints made anonymously - a contact name, address, email and phone number must be given to the School when a complaint is being made.

Solutions:

We will try to solve the problem by doing the following:

- Apologising to you and explaining what went wrong.
- Providing the service you are entitled to receive.
- Changing procedures so that the mistake is not repeated.
- You may receive a credit note or some other form of compensation. The General Manager must authorise this, but only if he/she believes that:
 - you have suffered as a result of the way the service was provided, or by the failure to provide the service; and
 - some form of compensation is appropriate.