



Complaints Policy	POL – 041	Rev 2.0	Issue Date - 2022 Oct	Risk Rating - High
-------------------	-----------	---------	-----------------------	--------------------

Rev	Amendment/Review Details	Updated By	Update Date	Approval Date	Next Review Date
2.00	Policy documented	Oonagh Killeen	01.10.2021	28.10.21	2023 - 10
2.00	Policy renumbered	Catherine Bannon	06.10.2022	27.10.22	2023 - 10

HANDLING COMPLAINTS

The Gate is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard.

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

The Gate welcomes both positive and negative feedback. Therefore 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, fax, 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 etc;
- we learn from complaints, use them to improve, and monitor them at our Board.

What to do if you have feedback:

If you do have a complaint about any aspect of our work, you can contact us in by email or by telephone.

In the first instance, your complaint will be dealt with by our Head of Marketing. 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.

Please use the following contact details:

Box Office on +353 1 874 4045 or boxoffice@gate-theatre.ie