

## Feedback & Complaints Procedure

### BLACKWATER VALLEY OPERA FESTIVAL CLG

Blackwater Valley Opera Festival 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.

Blackwater Valley Opera Festival 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 that calls for a response.
- We take complaints seriously, whether made by telephone, letter, email, or in person.
- We deal with complaints quickly and politely.
- We learn from complaints and use them to improve our operations.

### What to do if you have feedback

If you do have a complaint about any aspect of our work, you can contact our Business and Finance Manager in writing or by telephone. In the first instance, your complaint will be dealt with by Eamonn Carroll. 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.

### Contact

If you have any comments or queries about our work, please contact Eamonn Carroll, Festival Director at Blackwater Valley Opera Festival.

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