



Luminosa Music

A NEW ORCHESTRA for GALWAY

Luminosa Music CLG

COMPLAINTS AND RESPONSE PROCESS

This document outlines the Luminosa Music's complaints and response process.

Luminosa Music 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

Handling Feedback and Complaints

Luminosa Music 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.

If you have feedback or a complaint, please follow the directions here:

How to make a complaint

If you do have a complaint about any aspect of our work, you can contact our Executive Director, Lucy Hayward O'Leary in writing or by telephone. 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.

Write to:

Lucy Hayward O'Leary
Luminosa Music
Clooniffe
Moycullen
Co. Galway
H91 K8N4

Tel 086 3526455

Email Lucy@luminosa.ie

Alternatively you can fill out the contact form at <https://www.luminosa.ie/contact>

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then.

Similarly, if you complain by email or in writing we will always acknowledge your complaint at our earliest convenience and do everything we can to resolve it within an acceptable timeframe.

When will my complaint be resolved?

We aim to resolve any complaints as quickly as possible. If your complaint cannot be resolved immediately and needs further investigation, we aim to resolve the complaint within 1 week of the complaint being filed unless there is further investigation to take place in which case, we will resolve the complaint within a reasonable timeframe.

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the Chair of the board of trustees. The board of trustees can be viewed on our website at www.luminosa.ie/trustees or find this under under: *About Us, Board of Directors* at our website: www.luminosa.ie

Please address your letter to:

Chair of the board of trustees
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