

Purpose & Scope of Policy

If you are not satisfied that we are meeting acceptable standards or have concerns or complaints about any aspect of your dealings with us, we would encourage you to pursue this matter with us.

We welcome all feedback, and we will deal with all complaints, queries, and suggestions in a timely and confidential manner.

The matter should initially be brought to the attention of the staff member in charge of the area to which the problem relates (in person, in writing, by telephone, or via email). We will deal with any complaints promptly and in confidence. If the matter is not resolved to your satisfaction, you can pursue the matter with the Gallery Head of Operations:

Norma Cuddihy
Head of Operations
Crawford Art Gallery
Emmet Place
Cork
Tel: 021 4805042
Email: normacuddihy@crawfordartgallery.ie

The Head of Operations will:

- Acknowledge receipt of your complaint within 5 working days.
- Have the matter fully investigated; and
- Complete the processing of your complaint within 20 working days.

Where your complaint is upheld and the Gallery is at fault, we will apologise to you and, where possible, try to rectify the situation immediately and take whatever measures are necessary to prevent a similar situation recurring.

Where your complaint is not upheld, we will explain our reasons to you and advise you of your right of appeal to the Ombudsman or to the Charities Regulator.

Concerns About Charities

Charities Regulator
3 George's Dock
IFSC
Dublin 1
D01 X5X0

Concerns Phone Line: 01-211 8650

The Ombudsman can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in our dealings with you. The Ombudsman provides an impartial and independent dispute resolution service. The contact details for the Ombudsman are:

Office of the Ombudsman
18 Lower Leeson Street
Dublin 2
Tel: 01 639 5600
Lo-call: 1890 22 30 30
Email: ombudsman@ombudsman.gov.ie

Approval / Revision History

Document Name: Complaints Procedure for Members of the Public Policy

Document Number: 003

Author: Norma Cuddihy

Reviewed by: Finance & Legal Subcommittee – 22.05.2024

Approved by: Board 12.06.2024

Next Review Date: September 2027

Date	Revision Description	Rev Change
22/09/2021	Inclusion of the right to complain to Charities Regulator	001
22/05/2024	One Minor Change re the addition of "In Person" Complaint	002