

Clonakilty International Guitar Festival (CIGF) Complaints policy

Feedback & Complaints Procedure

We welcome any feedback you may have about our organisation. CIGF is grateful for the generosity of its supporters and the public. As a valued supporter of CIGF, we know that we should facilitate any feedback or complaints that you may have. We are committed to ensuring we live up to our reputation as a respectful, honest and open organisation, and we aim to continue to achieve the highest standards in fundraising practice. CIGF listens and responds to the views of the public and supporters, so that we can continue to improve.

If you feel aggrieved, we will endeavour to do our best to ensure that we achieve a satisfactory solution. 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 requires a response.
- ❑ We will deal with it quickly, politely and respectfully.
- ❑ We will respond appropriately and accordingly to the situation.
- ❑ We learn from our complaints, use them to improve

If you do have a complaint

If you have a complaint about any aspect of our work, you can contact CIGF by email or post or in person. 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.

If your complaint is received in person, we will endeavour to resolve it there and then (where possible). If it is received by email or post, we will acknowledge it within 5 days and do everything to resolve any complaints within 10 working days.

Write or Email to:

Clonakilty International Guitar Festival

c/o 55 Pearse st

Clonakilty

Co Cork

Email: info@clonguitarfest.com

