

Complaint Procedure Graphic Studio Dublin/Gallery

The aim of this procedure is to maintain and enhance customer service and satisfaction.

By initiating a formal complaints procedure Graphic Studio Dublin hopes to deal quickly and efficiently with any complaint. The procedure will apply for both customers who are members of the general public and the members, staff and board of Graphic Studio Dublin.

Graphic Studio Dublin at all times strives to be a model of good practice.

Complaints Procedure:

STAGE 1:

- The complainant shall advise the Gallery Manager/Studio Director of the complaint in writing within ten days of its occurrence with a copy to the CEO.
- All complaints must state, in writing, the date, time, place, all persons present, and nature of complaint.
- Following authentication of the complaint, the Gallery Manager/Studio Director shall acknowledge in writing within 10 (ten) working days the receipt of the complaint, and shall proceed to investigate and resolve the problem.
- When the complaint has been investigated thoroughly, the Gallery Manager/Studio Director shall submit a written report on the complaint including specific recommendations to the CEO for his/her approval.
- On receipt of this approval, the Gallery Manager/Studio Director shall formally notify the complainant as soon as possible, and not more than four weeks, of the result of the investigation of the complaint, and shall put in motion all necessary steps to implement the appropriate recommendations with respect to remedial action.
- Following resolution of the problem the Gallery Manager/Studio Director shall inform the CEO in writing, with a report to include the appropriate recommendations involved in resolving the complaint.
- The Gallery Manager/Studio Director shall place on the complaints file a complete record of the receipt, handling and outcome of any complaint. The facts of the complaint, the report and recommendations, and any management decisions shall form part of the report.

- The Gallery Manager/Studio Director shall take all necessary measures to preserve the confidentiality of information obtained during the investigation of a complaint. In particular any reasonable request for preservation of anonymity or confidentiality expressed by those making claims or statements in connection with a complaint shall be respected.

STAGE 2:

- In the absence of an immediate resolution the complaint and its investigation shall be forwarded in writing to the Chairperson Graphic Studio Dublin who will respond no later than 30 working days from receipt of the formal notification of the complaint.

STAGE 3:

- If still unresolved all parties have the right to ask for the help of an agreed outside arbitrator. The CEO/Chairperson will arrange for a meeting of all parties with the arbitrator within 28 days of their agreement to have an arbitrator. The decision of the arbitrator will be final.

**Complaint Procedure Form
Graphic Studio Dublin/Gallery**

Name:

Date of Incident/Issue:

Place of Incident/Issue:

People present at time of incident/issue:

Please state nature of complaint:

Please give a copy of this form to the Gallery Manager/Studio Director, who will copy it for the CEO, and give a copy back to the person making the complaint.

Signed:

Person Making Complaint

GSD Manager

Date: