

Feedback and Complaints Policy

Hawk's Well Theatre 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.

Hawk's Well Theatre welcomes both positive and negative feedback and 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 Board level.

What to do if you have feedback

If you have a comment about any aspect of our work, you can contact the Hawk's Well theatre in writing or by telephone. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Write to:

Marie O'Byrne,
Director,
Hawk's Well Theatre,
Temple Street,
Sligo,
Co. Sligo.
call: 071 916 1518
or email: director@hawkswell.ie