



**Cruit Éireann**  
**Harp Ireland**

## **Cruit Éireann | Harp Ireland Feedback and Complaints Procedure**

Cruit Éireann|Harp Ireland is committed to ensuring that all communications and dealings with our stakeholders, supporters and the general public are of the highest possible standard. We listen and respond to your views so that we can continually improve our services.

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 complaints seriously whether made by telephone, letter or email [have removed 'or in person' here to be consistent throughout the doc]
- we address complaints within 10 working days
- we respond appropriately with actions taken to rectify and/or provide further information
- we learn from complaints and feedback, using them to improve standards
- complaints are monitored at management and Board level.

If you wish to provide feedback or make a complaint about any aspect of our work, you may contact Cruit Éireann, Harp Ireland in writing or by telephone.

Please provide as much information as possible and let us know if/how you would like us to respond, providing relevant contact details to:

Aibhlín McCrann, Chair

Cruit Éireann, Harp Ireland Company Offices, c/o Communiqué International, 26  
Herbert Place, Dublin, D02 A098

T: 01 676 8998

E: [info@harpireland.ie](mailto:info@harpireland.ie)

Cruit Éireann|Harp Ireland social media accounts are solely for the purpose of promoting harp-related events and activities, and are not an appropriate channel for complaints. Persons who use social media to lodge a complaint will be advised to use the correct procedure, i.e. to address their complaint to the organisation by telephone, letter or email.

Anonymous complaints will not be responded to.