

The Irish Baroque Orchestra is committed to upholding the highest possible standards through all our communications and dealings with our audiences and supporters. We listen and respond to all views shared so that we can continue to improve.

The Irish Baroque Orchestra welcomes all feedback. We aim to ensure that:

- the process of submitting a complaint is clear and simple
- we treat any clear expression of dissatisfaction with our operations as a complaint, which calls for a response
- we treat it seriously whether it is made by telephone, letter, email or in person
- we deal with it swiftly and politely
- we respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any actions informed by the complaint
- we learn from complaints, use them to improve, and monitor them at our Board.

Step One

If you wish to submit feedback or a complaint please contact our CEO Aliye Cornish Moore in writing or by telephone. 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.

Aliye Cornish Moore | CEO | Irish Baroque Orchestra
National Concert Hall, Earlsfort Terrace, Dublin, D02 N527
aliye@irishbaroqueorchestra.com | 083 1173095

Step Two

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint at our earliest convenience and do everything we can to resolve it within an acceptable timeframe.

Step Three

If you are not happy with our response, you may get in touch again by writing to the Chair, Peter Finnegan via the Company Secretary at secretary@irishbaroqueorchestra.com. The Chair will ensure that your appeal is considered at Board level.