

Complaints and Feedback Policy

Approved by SMI Council on 11 December 2020.

Version 1, 11 December 2020.

Handling Feedback and Complaints

The Society for Musicology in Ireland (SMI) 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.

The Society for Musicology in Ireland welcomes both positive and negative feedback.

Therefore we aim to ensure that:

- it is as straightforward 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 our Council meetings.

What to do if you have feedback

If you do have a complaint about any aspect of our work, you can contact our Honorary Secretary in writing or by email.

In the first instance, your complaint will be dealt with by our Honorary Secretary. 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.

Write to:

Damian Evans

SMI Honorary Secretary

% Maynooth University

Maynooth, Co Kildare, Ireland

Email: honsec@musicologyireland.com

What happens next?

If you complain in person, 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 within 7 days, and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and provide a new deadline.

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the SMI's President. The President will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

If you have feedback or a complaint – Step Two

Charities Regulator

Ideally in the first instance you should address your complaint to the SMI as outlined above. You may however at any stage make your complaint to the Charities Regulator who oversee charities compliance with the Guidelines for Charitable Organisations on Fundraising from the Public.

If you wish to contact them regarding a concern, you must complete the [online concerns form](#).