

## **Cork International Film Festival**

### **Feedback and Complaints Policy**

Cork International Film Festival (CIFF) welcomes both positive and negative feedback and 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 public and our stakeholders so that we can continue to improve our services and activities.

CIFF aims to ensure that:

- It is as easy as possible to make a complaint or provide feedback.
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response.
- We treat all complaints seriously, whether made by telephone, letter, email, or in person.
- We deal with complaints quickly, fairly, and politely.
- We respond appropriately, with an explanation, an apology if needed, and information on any action taken.
- We learn from complaints, use them to improve our services, and monitor trends at Board level.

### **What to Do If You Have Feedback or a Complaint**

If you have a complaint about any aspect of our work, you may contact Cork International Film Festival in writing, by email, or by telephone.

In the first instance, your complaint will be acknowledged within 3 working days and reviewed by the Festival Director & CEO. Please provide as much information as possible and let us know how you would like us to respond, including your contact details.

### **Our Complaints Process**

1. Acknowledgement: Your complaint will be acknowledged within 3 working days.
2. Assessment: The complaint will be reviewed to understand the issue and determine the appropriate response.
3. Investigation: Where necessary, relevant staff members will be consulted.
4. Response: A full response will be provided within 10 working days wherever possible.

- 5. Resolution & Learning:** Any actions required will be implemented and logged for organisational learning.

## **Appeals and Escalation**

If you are not satisfied with the outcome, you may request a review of the decision. Appeals will be referred to the Chair of the Board, who will respond within 10 working days.

If your complaint relates to the Festival Director & CEO, it will be referred directly to the Chair of the Board.

## **Confidentiality and Data Protection**

All complaints will be handled confidentially and in line with General Data Protection Regulation (GDPR) guidelines.

- Personal information will only be used for the purpose of responding to your complaint.
- Records will be stored securely and retained only as long as necessary.

## **Accessibility**

CIFF is committed to making our feedback and complaints process accessible. If you require assistance or an alternative format, please let us know and we will make reasonable efforts to support you.

## **Contact Details**

### **Write to:**

Fiona Clark  
Festival Director and CEO  
Cork International Film Festival CLG  
13 Bridge House  
St Patricks Quay  
Cork City  
T12 T

**Tel:** +353 (0)21 427 1711

**Email:** [admin@corkfilmfest.org](mailto:admin@corkfilmfest.org)

### **Office Hours:**

*Monday to Friday, 9.30am – 5.30pm*