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Name of Policy	Feedback and Complaints Policy for Patrons of Pavilion Theatre
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Registered Name: The Pavilion Theatre Management Company CLG

Registered Address: Marine Road, Dún Laoghaire Co. Dublin | Company Registered Number: 314064 | Charity Number: 20042578

Feedback and Complaints Policy for Patrons of Pavilion Theatre

Pavilion Theatre is committed to ensuring a positive and enjoyable experience for anyone that interacts with our venue in any way. However, we do acknowledge that occasionally we will not reach the expectations of every customer. Therefore, we have created the following complaints procedure.

This complaints procedure aims to cover any situation which may arise, when someone is not happy with the way they were treated whilst attending or interacting with Pavilion Theatre, either online, in person, or over the phone

Who can give feedback or make a complaint?

- Any person attending an event at Pavilion Theatre
- Any person being served by staff at Pavilion Theatre
- Any person using Pavilion's online services

How to give feedback or make a complaint

- For feedback/complaints in relation to customer service or an event at Pavilion Theatre, the complaint should be made to the General Manager (niall@paviliontheatre.ie)
- For all other feedback/complaints, please list the department in the title and the General Manager will send it to the relevant department

Information you need to provide

Feedback/complaints can be made orally or in writing. If someone requires a response from us, the below information is required in writing. This can help speed up the investigation of or reply to the feedback/complaint. If there are any accessibility issues, one of Pavilion's staff members can assist with this.

- Name and contact details of the person contacting us
- The date and time of the incident about which the person is giving feedback/complaining
- Exactly what the person is dissatisfied with
- The name of the official(s) who dealt with the situation (if applicable)
- If feedback/complaint is complicated, it may be best to put it in writing so that no important detail is overlooked.
- If there are special needs that may affect a person's ability to give feedback or make a complaint, please let Pavilion Theatre know at the earliest opportunity and every effort will be made to assist with the process.

Pavilion Theatre's standards for dealing with feedback/complaints

- All people who interact with Pavilion Theatre will be treated properly and fairly
- An official, other than those involved, will examine feedback/complaints, as required
- Pavilion Theatre will examine and review the feedback/complaint and reply to the person within 20 working days of the receipt of the complaint. Where it is not possible to meet this target, Pavilion Theatre will inform the person and continue to do so until the matter is resolved.