# Irish Association of Youth Orchestras

## Complaints Form

You may use this form or submit details in another format of your preference.

### A: Your details

|  |  |
| --- | --- |
| Surname |  |
| Forename(s) |  |
| Title (if desired): Mr / Ms etc. |  |
| Address |  |
| Email Address |  |
| Phone number(s) |  |
| Preferred contact method |  |

### Your requirements

If our usual way of dealing with complaints is difficult for you, please tell us so that we can discuss how we might help you.

The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B. Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

### B: Making a complaint on behalf of someone else: Their details

|  |  |
| --- | --- |
| Surname |  |
| Forename(s) |  |
| Title (if desired): Mr / Ms etc. |  |
| What is your relationship to them? |  |
| Why are you making a complaint on their behalf? |  |

### C: About your complaint

(Please continue your answers to the following questions on a separate sheet(s) if necessary)

**What do you think we did wrong, or failed to do?**

**…………………………………………………………………………………………………………………….**

**…………………………………………………………………………………………………………………….**

**…………………………………………………………………………………………………………………….**

**Describe how you personally or the person you are representing suffered or has been affected**

**…………………………………………………………………………………………………………………….**

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**…………………………………………………………………………………………………………………….**

**What do you think should be done to put things right?**

**…………………………………………………………………………………………………………………….**

**…………………………………………………………………………………………………………………….**

**…………………………………………………………………………………………………………………….**

**Have you already put your concern to the frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so.**

**…………………………………………………………………………………………………………………….**

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**…………………………………………………………………………………………………………………….**

**If you have any documents to support your concern / complaint, please attach them with this form and give a list here.**

**…………………………………………………………………………………………………………………….**

**…………………………………………………………………………………………………………………….**

**…………………………………………………………………………………………………………………….**

Signature: **…………………………………….** Date: **…………………………………….**

When you have completed this form, please send it by post or email to:

Allin Gray, Director

Irish Association of Youth Orchestras CLG

Civic Trust House, 50 Pope’s Quay, Cork. T23 R6XC

Landline: +353 21 421 5185

Mobile: +353 87 960 0137

Email: allin@iayo.ie

We are open from 9.00 am to 5.00 pm Monday - Friday. However, the Director frequently travels for work so will not necessarily be at the premises.

If the complaint related to the Director, you should contact the Chairperson of the Board. Contact details are:

Clare Daly, Chairperson

Email: clare.daly@iayo.ie