



Complaints and Feedback Policy

Approved by SMI Council on 11 December 2020. Version 1, 11 December 2020.

Updated November 2023.

When to Use This Policy

When you complain to us, we will usually respond in the way we explain below. Sometimes, you might be concerned about matters that are not decided by us or concerning areas dealt with in other policy documents. If this is the case we will then advise you about how to make your concerns known.

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 the matter seriously whether it is made by telephone, letter, 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 a complaint – Step One

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

The Society for Musicology in Ireland has charitable tax exemption in the Republic of Ireland, with Registered Charity Number CHY 19361.

Write to:

Dr Wolfgang Marx, SMI Honorary Secretary
c/o UCD School of Music
University College Dublin, Stillorgan Rd, Belfield, Dublin 4

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 Council level (please note Council typically meets six times per academic year) and will respond within two weeks of this consideration by Council.

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](#).