

Project Arts Centre

CUSTOMER CHARTER 2009

Project Arts Centre is a multidisciplinary contemporary arts centre based in Dublin, with a national profile and an international attitude.

Project Arts Centre is artist centred. Its purpose is to foster innovative work and to develop the potential of the Centre as a site for creative encounters between the artist and the public. It aims to facilitate and to stimulate all forms of visual and performing arts and to develop and sustain audiences for all forms of creative work.

Project Arts Centre serves a wide range of publics, including general visitors, artists, arts professionals, production companies, students and community groups. We also work with a number of other entities, such as The Arts Council, the Department of Arts, Sport and Tourism, other Government departments and agencies and the media.

The centre's activities can be divided into two main areas:

Programming, comprising exhibitions and performances, co-productions, an associate artists programme, talks, lectures and dialogues

Support, comprising box office and bar, marketing and publicity, production and administration, finance and security.

Further details on the work of Project Arts Centre are available on request.

Everyone at Project Arts Centre is committed to serving all of our visitors and customers in accordance with the highest standards of quality customer service. This Customer Charter and the associated Customer Action Plan have been put in place in order to improve customer service, by setting out and measuring customer service levels.

Across our full range of activities we undertake to:

- Ensure that our public spaces are safe, clean and accessible
- Offer services of value that meet the needs and expectations of all parts of the communities we serve
- Interact with all our visitors and customers courteously and informatively in a consistent and impartial manner
- Provide prompt, accurate and detailed information on our programmes, services and facilities to visitors and customers
- Provide immediate response to telephone enquiries and for more substantive queries respond within five working days
- Always give a name, phone number and email address to assist customers in your dealings with the Centre
- Provide an accessible and fair complaints and redress system wherein complaints are given high priority and responded to within one working day
- Work to continually improve our service to the public.

Performance against the service standards set out in this Customer Charter will be continuously monitored and updated as needed. In order to assist us in complying with these undertakings, we welcome your comments as to how we might build on these commitments in the future.

Comments and complaints can be made to:

Project Arts Centre
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Temple Bar, Dublin 2, Ireland
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