

Complaints & Feedback Policy

Introduction

Ormeau Community Cinema (OCC) values audience and volunteer feedback and is committed to addressing concerns in a fair and timely manner.

How to Make a Complaint

- Complaints can be submitted in person, via email, or in writing to ormeaucommunitycinema@gmail.com.
- Complaints should be addressed to OCC management.

Response Process

- Complaints will be acknowledged within five working days.
- OCC will investigate and provide a resolution within 14 days.
- If unresolved, an appeal can be made to an independent reviewer.

Review

This policy will be reviewed annually.