

## **Great Linford Waterside Festival**

### **Our two-stage complaints and suggestions procedure**

We want the festival to be a positive experience for everyone. We welcome constructive feedback and we change arrangements every year in response to feedback. We also recognise that sometimes things go wrong or feel unsatisfactory to participants. This document sets out how we deal with suggestions for improvements and complaints.

If you wish to make a complaint or suggestion there are two stages:

#### **Stage 1**

In most cases problems and issues can be sorted out quickly and satisfactorily at stage 1. Simply speak directly to the person involved, telling them why you are dissatisfied and/or what your suggestion is about how to improve the festival. That person will try to deal with the matter there and then. If it is not something that can be dealt with immediately or by that person, he or she will refer it to a festival officer (Chair, Secretary or Treasurer). If you prefer, you can write an email via the website link, or send a letter by post. The address is below.

During the festival weekend you can visit the Festival Information Point, saying what your concern is and what you think ought to be done. All complaints at the weekend will be recorded in the incident book in the Festival Information Point. All volunteers are asked to report any complaint or feedback to the Chair or Secretary.

#### **Stage 2**

Where you are not satisfied with what has been done at stage 1 or the problem continues you can appeal and this will be dealt with by the Chair of the Festival Committee. You can do this in person, via the email link on the festival website, or in writing to the address below. You will be kept informed of the outcome of this investigation once the Chair has had an opportunity to fully investigate the matter.

The Chair's decision will be final and will be recorded in a confidential minute to the trustees.

#### **General points**

If a complaint is about the Chair then the matter will be investigated by the Honorary Secretary and Treasurer.

Using social networking sites or other public means to air concerns is not an appropriate way of dealing with complaints, and may be considered as an aggressive act.

Written complaints should be acknowledged within 7 days with a full response within 21 days. However, the festival is run by volunteers and the Chair is also a voluntary role, and there will be times when these timescales will not be achievable.

Postal address for correspondence: Great Linford Waterside Festival, c/o FREEPOST RLZJ-BXEG-AXZR, The Parks Trust, 1300 Silbury Boulevard, Campbell Park, Milton Keynes, MK9 4AD

*This policy was first agreed in 2014 and will be reviewed annually*