

# Complaints Policy and Procedure

## Policy Statement

Torbay and SW England Festival is committed to delivering and maintain high standards across all areas of our work. We believe it is important to work in an open and accountable way that builds trust and respect. We value all comments and feedback from our stakeholders, including complaints. We learn important lessons from the feedback we receive as this helps to continually improve our service.

We have developed this complaints policy and procedure to explain our approach to complaints. Our aim is to make it easy for stakeholders to complain about what we do and to be clear about all stages in the process.

We will

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Publicise the existence of our complaints policy and procedure so that people know how to make a complaint
- Make sure all complaints are investigated fairly and in a timely manner
- Make sure that, wherever possible, complaints are resolved and relationships repaired
- Learn from complaints and use them to improve our services

## What is a complaint?

A complaint is defined as any expression of dissatisfaction, however it is expressed. This would include complaints expressed face to face, via phone call, in writing, via email or any other method. The complaints procedure is intended to ensure that all complaints are handled fairly, consistently and where possible, resolved to the complainant's satisfaction.

## Responsibilities

Our responsibility is to

- Deal with the complaint in a reasonable, sensitive and timely manner
- Take action where appropriate

The complainant's responsibility is to

- Bring their complaint to our attention within 8 weeks of the issue arising
- Explain the problem as clearly and as fully as possible, including any action they have taken to date
- Allow us reasonable time to deal with the matter
- Recognise that some circumstances may be beyond the control of the Festival

Overall responsibility for this policy and its implementation lies with the Executive Committee.

### **Confidentiality**

We will handle all complaint information sensitively, telling only those who need to know and following any relevant data protection requirements.

The Executive Committee will be made aware of all complaints received, with anonymity maintained unless it is deemed necessary under Safeguarding legislation to identify the complainant.

### **Complaints procedure**

You can make a complaint or provide feedback in the following ways

- By phone – call the chair of the relevant Committee

Speech and Drama – Linda Lear 07971 421043

Music – Chris Blurton 07595 499188

Dance - Karen Walker 07890 200960

- By Email

Speech and Drama - [Lindalear20@outlook.com](mailto:Lindalear20@outlook.com)

Music – [Chrisblurton@yahoo.com](mailto:Chrisblurton@yahoo.com)

Dance - [Karen@peninsulatraining.co.uk](mailto:Karen@peninsulatraining.co.uk)

- By Post

Write to us c/o 23 Windmill Gardens, Paignton, TQ3 1BL

If the complaint is about the chair of the Music or Dance Committees, please contact the Chair of the Executive Committee, Linda Lear. If the complaint is about the Chair of the Speech and Drama Committee, please contact the Vice Chair of the Executive Committee, Chris Blurton.

### **Procedure for dealing with Complaints**

#### **Verbal Complaint**

A verbal complaint will be considered by the Chair of the relevant committee, who will seek advice from fellow Chairs, if needed. A verbal or email response will be provided within one working week.

#### **Written Complaint**

A written complaint will be considered by the Chairs of all 3 committees and will be acknowledged within 48 hours and responded to in writing within three working weeks.

Where necessary, the complaint will be referred to the general manager at Festivals House for advice. Where the complaint relates to existing codes of Practice, these will be taken into account when the response to the complaint is provided.

If the investigation of the complaint requires a longer timescale, you will be informed of this and kept updated on progress.

### **Ensuring we learn from complaints**

A log of all verbal and written complaints received will be kept by the Secretary of the Executive Committee and any complaint received will be discussed anonymously at the next Executive Committee meeting to ensure that any learning is shared and policies and documentation are updated as is necessary.

This policy and procedure will be updated every 2 years to ensure it is fit for purpose.

Person Responsible for the monitoring and review of this policy

**Name: Karen Walker**

**Signature: *KWalker***

**Date of Issue: October 2023**

**Version: 1**