

## COMPLAINTS POLICY

### **Mission Statement**

The Bedfordshire Festival of Music, Speech and Drama aims to advance and encourage the study and practice of the arts of Music, Speech and Drama by providing a platform for amateur performance combined with an educational element from professional adjudicators. By working in partnership with parents, carers and teachers, we seek to provide a caring environment with the highest possible protection for children and vulnerable adults. The Festival is a registered Charity run by volunteers and is affiliated to the British and International Federation of Festivals.

The Festival Committee values constructive comments which will help to improve the Festival. We understand, however, that individuals may have a complaint to bring to our notice. Such complaints will always be treated seriously and sensitively.

Any complaint regarding safeguarding should be raised with a 'Responsible Person' (wearing a **Yellow** badge). Responsible Persons are specifically trained to deal with such complaints in accordance with our safeguarding process.

Any complaint made against any member of the Festival personnel (committee member, steward, accompanist) must be reported immediately to the Chairman who will institute an immediate enquiry. If the complaint relates to an allegation against the Festival Chairman, the complaint should be reported immediately to the Vice Chairman of the Festival who will institute an immediate enquiry.

Any complaints made against an Adjudicator should be raised with the Festival Chairman. If the complaint cannot be resolved informally, then the complaint will be recorded and an enquiry will be instituted. Where appropriate, the complaint may be escalated to the British and International Federation of Festivals who are responsible for the oversight of BIFF adjudicators.

Any complaints of a Health and Safety nature regarding the venues should be reported to a committee member (wearing a **blue** badge) and the venue manager.

Any other complaints should be reported to a committee member (wearing a **blue** badge) who may seek the advice of the Chairman or full committee.

Decisions made by the Festival Officials, after due consideration, are final.

Reviewed and re-adopted: February 2022