

The Committee of the Bedfordshire Festival

Complaints Policy

1. Purpose

The purpose of this policy is to ensure that all Complaints concerning Bedfordshire Festival are handled in a fair, consistent, and timely manner.

2. Scope

This policy applies to all Complainants.

3. Definitions

- **Bedfordshire Festival:** means the charity called Bedfordshire Festival of Music, Speech and Drama registered with the Charity Commission for England and Wales and having registration number 1064081;
- **Committee:** the trustees from time to time of Bedfordshire Festival;
- **Complaint:** An expression of dissatisfaction concerning:
 - Bedfordshire Festival;
 - in connection with their conduct in connection with the festival organised by Bedfordshire Festival, any representatives of Bedfordshire Festival, including without limitation its trustees, committee members, volunteers, appointed adjudicators and other individuals involved with the production and implementation of the said festival; or
 - the complaints-handling process itself,

where the Complaint is made in accordance with this policy and a response or resolution is explicitly or implicitly expected.

- **Complainant:** A person or entity making a complaint pursuant to this policy to Bedfordshire Festival.

4. Policy Statement

Bedfordshire Festival:

- is committed to running its annual music, speech and drama festival to a very high standard
- values feedback; and
- aims to resolve complaints promptly and effectively.

5. Procedure

- **Submission of Complaints:** Complaints can be submitted in person or via email using the following contact information:
 - **In person:** to any person wearing a yellow badge who is present at an activity arranged by Bedfordshire Festival;

- **By email:** festival@bedfordshirefestival.org.uk.
- **By post:** 76 Willington Road, Cople, Bedford, MK44 3TN
- **Acknowledgment:** Complaints will be acknowledged in writing within 5 business days by email or post, as the case may be.
- **Investigation:** All Complaints will be investigated thoroughly and impartially by a trustee of Bedfordshire Festival or, at his/her sole discretion, such other person as the chairperson of Bedfordshire Festival may nominate.
- **Resolution:** A decision on a Complaint will be issued by or on behalf of Bedfordshire Festival as soon as reasonably practicable following receipt of the Complaint.
- **Follow-Up:** Where a Complaint is upheld, follow-up actions will be taken to ensure a similar issue does not recur.

6. Confidentiality

All Complaints will be handled confidentially, and information will only be disclosed on a need-to-know basis.

7. Review

This policy will be reviewed annually and updated as necessary.

8. Contact Information

For any questions or further information, please email: festival@bedfordshirefestival.org.uk

Policy Adopted:

November 2024