

COMPLAINTS POLICY

The Appledore Book Festival views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person who has made the complaint.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Appledore Book Festival knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Appledore Book Festival.

Where Complaints Come From

Complaints may come from any participants in the Appledore Book Festival. A complaint can be received verbally, by phone, by email or in writing.

Contact Details for Complaints:

Written complaints may be sent to The Secretary c/o ABF Box Office, Docton Court Gallery, Appledore EX39 1PH or info@appledorebookfestival.co.uk. Verbal complaints may be made in person to any of Appledore Book Festival's Trustees.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees.

Review

This policy is reviewed regularly and updated as required.

Last review 11/05/18

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