



## KEYNSHAM MUSIC FESTIVAL ASSOCIATION LTD POLICY AND PROCEDURE FOR HANDLING COMPLAINTS

On rare occasions members of the public may have complaints about the administration or execution of the Keynsham Music Festival. Keynsham Music Festival Association Ltd's policy is that complaints will be taken seriously and a reasoned response given to the complainant.

The Procedure set out below is a way of ensuring that complainants can feel satisfied that at the very least their complaint has been properly and fully considered.

### PROCEDURE

1. The company will endeavour to resolve any complaints swiftly, with clear communication and integrity.
2. The organisers will strive to ensure that any complaint received verbally at the festival itself by any KMFA director, member, town council staff, or town councillor can be resolved instantly to the satisfaction of the complainant. Such complaints will not necessarily be documented. However, those receiving such complaints will be encouraged to ask complainants to put their concerns into writing if they do not need to be dealt with urgently and would take time to resolve.
3. If this is not possible, the complaint should be referred to either the Festival Co-ordinator, the Site Manager or a Director of the Company.
4. The Festival Co-ordinator or KMFA representative will endeavour to respond to any verbal complaint about the administration or execution of the KMF upon receipt of the complaint. If this is not possible the complainant will be asked to write to the Festival chairman ([mike@keynshamfest.co.uk](mailto:mike@keynshamfest.co.uk)) or secretary ([john@keynshamfest.co.uk](mailto:john@keynshamfest.co.uk)).
5. If the matter remains unresolved, it will be taken to the next KMFA directors' meeting where attempts will be made to come to a method of resolving the complaint.
6. Any decision made and the nature of any action to be taken shall be communicated in writing to the complainant.
7. The chairman and festival co-ordinator will be made aware of all written complaints.
8. KMFA directors will also be advised of all written complaints.
9. Any complaints fed directly to the press rather than KMFA will be responded to by the Festival Co-ordinator in consultation with the Company chairman in the same manner.

This policy will next be reviewed by 1<sup>st</sup> January 2020.