



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. People running the information tent can act as the first point of contact. 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 Chairman or another director of the Company.
4. The Festival Chairman or KMFA representative will endeavour to respond to any verbal complaint about the administration or execution of the festival 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) or secretary (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 secretary will be made aware of all written complaints.
8. KMFA directors will also be advised of all written complaints and a log will be held.
9. Any complaints fed directly to the press rather than KMFA will be responded to by the Company chairman in consultation with other directors in the same manner.

This policy will next be reviewed by 1st January 2025⁴.