



Bristol Refugee Festival Complaints Procedure

Purpose

To provide a means of allowing members of the public and volunteers to register complaints about the service or treatments they have received from Bristol Refugee Festival. To deal with complaints as quickly as possible and to provide an acceptable answer to the complainant.

Principles

All complaints or adverse comments must be dealt with in a fair, competent and timely manner, to ensure we benefit from the findings. It is important all staff and volunteers feel safe in being open and honest when explaining the part they have played. It is extremely important to acknowledge and uphold confidentiality at all times whilst reporting, recording and investigating a complaint. All staff and volunteers are expected to listen carefully to any issues of concern or complaint raised with them. BRF considers it very important not to dismiss the severity of concerns or ignore complaints and comments.

Procedure

Complaints about the service/treatment/activities carried out by BRF and any staff/volunteers must be communicated to the Festival Director (Jules Olsen). This may be done by:

- Speaking with her directly
- In writing/email to julesolsen@bristolrefugeefestival.org
- Through a 3rd party (not an employee of BRF)
- Please provide as much information as possible when contacting us, including:
 - The reason for your complaint
 - Where and when it happened
 - The name(s) of anyone involved (if known)
 - The outcome you are hoping for
 - Your contact details (name, address, daytime telephone number and/or email)"

The Festival Director will carry out an investigation into the complaint examining all the circumstances relating to it. This may require discussion with members of staff,



the complainant and/or members of the public as necessary in order to validate the facts relating to the complaint.

The outcome of the investigation, together with the proposed corrective action to be taken, if appropriate, will be communicated to the complainant by the Festival Director. This will be done within six weeks of the date of the initial complaint.

Appeal

If the complainant is unhappy with the decision and wishes to appeal he/she should let the Festival Director know.

The complainant will be invited to an appeal meeting, normally within 10 working days, and the appeal will be heard by a Board Director. After the meeting the Director will give a decision.

Depending on the nature of the complaint, if the complainant is still not happy with the outcome, they may be referred to external bodies/organisations who may be able to help/advise further.

Updated: Jan 2024

Next review January 2025