

# Christchurch Food Festival Education Trust Complaints Policy

Christchurch Food Festival Education Trust (CFFET) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for whoever has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure all Trustees know 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 CFFET.

## Where Complaints Come From

Complaints may come from those who have taken part in any event or workshop or anyone who had provided a grant or given a donation.

A complaint can be received verbally, by phone, by email or in writing to any Trustee.

## Confidentiality

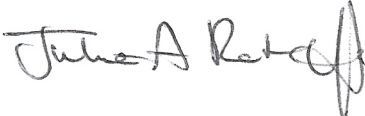
All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## Responsibility

Overall responsibility for this policy and its implementation lies with the Trustee board.

**This Policy was approved by Trustees on:**

DATE: 15<sup>th</sup> September 2021

Signed: 

## Review

Last Reviewed: Seph. 2016

Signed: 

**This Policy should be reviewed within three years and no later than:**

DATE: 14<sup>th</sup> September 2024