

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: 25/09/2024

Signed:

Julie Ratcliffe

Review

Last Reviewed:

Signed:

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

DATE: 25 September 2027