

# Christchurch Food Festival Education Trust Complaints Procedure

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

## The procedure in responding to a complaint is as follows:

A complaint can be made to any Trustee who then informs the Chairman of the Trustees of the complaint.

Where a complaint is received verbally the Trustee who receives the complaint should note down details of the complaint, who has made the complaint, whether the complainant wished to receive a written response, and the contact details of the complainant in order to provide a response where desired. Only written responses will be provided.

The Trustee and the Chairman should endeavour to resolve the issue. If the complaint is deemed serious enough that they believe all Trustees should have an input into its resolution, then a special meeting should be called.

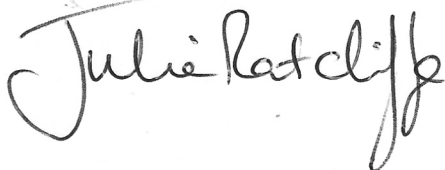
If the complaint is against a Trustee, that Trustee will be asked for their side of the issue. A meeting of the Trustees should be called. The Trustees will decide whether the Trustee complained against should be present during all or part of that meeting. The Trustee will be informed of the Trust's views and resolution of the issue prior to the response to the complainant.

Following the complaint, the Trustees will also review any part of the Trust's work that was the focus of the complaint and seek to make improvements where deemed necessary to ensure there is no reoccurrence of the matter involved.

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

**DATE:** 25/09/2024

**Signed:**



**Review**

**Last Reviewed:**

**Signed:**

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

**DATE:** 25<sup>th</sup> September 2027