

Complaints Policy – Harwich Festival

Last updated: January 2026

Harwich Festival is committed to providing high-quality activities and services. We welcome feedback and take complaints seriously, using them as an opportunity to improve our work.

1. Purpose

This policy explains how complaints can be made and how Harwich Festival will respond.

2. What is a complaint?

A complaint is an expression of dissatisfaction about:

- Our activities, events or services
- The behaviour of staff or volunteers
- Decisions or actions taken by the organisation

This policy does not cover safeguarding concerns, which should be reported under our Safeguarding Policy.

3. How to make a complaint

Complaints should be made as soon as possible and can be submitted:

- By email to contact@harwichfestival.com
- In writing to Harwich Festival

Please include:

- Your name and contact details
- A clear description of the complaint
- Any relevant dates or information

4. How we handle complaints

We will:

- Acknowledge receipt of a complaint within 5 working days
- Review the complaint fairly and confidentially
- Aim to provide a response within 20 working days

If additional time is needed, we will keep you informed.

5. Outcome

We will explain the outcome of our investigation and any actions taken, where appropriate.

6. Escalation

If you are not satisfied with the response, you may request that the complaint be reviewed by a senior representative of Harwich Festival.

7. Confidentiality

All complaints will be handled sensitively and confidentially.

8. Monitoring and learning

Complaints are recorded and reviewed to help improve our services and activities.

9. Contact

For complaints or queries about this policy, contact:

Harwich Festival

contact@harwichfestival.com