**EALING BOOK FESTIVAL FEEDBACK AND COMPLAINTS PROCESS**

1. **Introduction**

Ealing Book Festival actively seeks both positive and constructive feedback following events. We encourage and welcome all views, comments, compliments and complaints to inform and continuously improve what we do.

We hope you agree that most of the time we do provide a good quality service. We would like to hear from you about what you think we do well, and what we can improve. Feedback and suggestions about any aspect of Ealing Book Festival’s activities can be shared by email at any time to: info@ealingbookfestival.com.

1. **Our principles**

We value all feedback and will address concerns fairly and as quickly as we can.

We take all complaints seriously. We treat all complainants with courtesy and respect, and expect this to be reciprocated.

We deal with complaints thoroughly and impartially. We will ensure any person investigating or deciding on complaints is, as far as possible, independent of the people or function being complained about.

1. **Feedback, Suggestions and Concerns**

We aim to provide a high-quality experience for everyone involved with the festival, but we know that sometimes things go wrong. We are sorry if this has happened and will do our best to put things right for you.

We will seek to resolve your concern and meet any reasonable expectations you may have. Often we are able to resolve issues straight away, but where the matter is more complicated we will advise you of the expected timeframe to resolve the problem.

Please note that Ealing Book Festival works through a range of partnerships and partners. If you are unhappy with anything in relation to our partners, please contact them directly to raise your concerns. If you complain to us and we believe that your complaint relates to the actions of a partner or third party, we will let you know and advise that you contact them directly.

If you experience any issues relating to the festival, we encourage you to raise these with a member of our team as soon as possible, as this enables us to respond and deal with your concern quickly. During the festival you can identify a member of the team by their Ealing Book Festival lanyards; alternatively you can seek assistance at our Information Hub at the event venues. You can also share concerns by email to the address above.

1. **Formal Complaints**

If you are not satisfied with our initial response and wish to make a formal complaint, please contact complaints@ealingbookfestival.com . Please provide your name and contact details (we are unable to deal with a complaint if made anonymously).

We will log the complaint and make sure that it is assigned to the most appropriate person. You will be sent an email confirming that the complaint has been received and advising you of the next steps in our complaints procedure.

1. **Acting on results**

We will do everything we can to put things right and will also try to learn from the points you raise. We will review our procedures where necessary to stop problems happening again.