



COMMENTS AND COMPLAINTS PROCEDURE FOR NATIONAL TEA DAY LTD EVENTS

Approved: April 2018

Date to review: April 2019

This document sets out the NATIONAL TEA DAY's policy for handling comments and complaints made about NATIONAL TEA DAY events. NATIONAL TEA DAY welcomes feedback of all types. We always welcome positive comments about our events and staff but occasionally, there may be times when you feel we haven't given the high level of service that we continually strive to achieve.

Listening to our partners allows us to keep doing the things we do well, put wrongs right, and learn lessons to ensure we deliver a high-quality service. If you feel you have something to tell us, we welcome any views you have on our service.

Informal comments or complaints

If you have any comments or complaints about one of our events, we would ideally discuss these informally first. You can discuss these with events staff or the Events Manager who will deal with the matter as quickly as possible and determine what action, if any, is needed. If the matter is a complaint and cannot be resolved informally, the formal complaints procedure may be followed.

Formal comments and complaints

A formal comment or complaint should be made in writing, by letter or email. Ideally, it should be addressed within one month of the date it arose. The comment or complaint should identify:

- The nature of the comment or complaint.
- Who has been involved so far?
- What has/has not been done?
- Why s/he is/is not satisfied with the outcome?
- And if necessary, how s/he would like to see the matter taken forward.

Your complaint will be acknowledged within three working days by a member of the events team. This will be a generic email stating that this issue will be dealt with and a response expected in a set number of working days. The complaint will then be passed to a company Director, who will investigate and discuss with the appropriate channels.



At this stage, the complaint will be reviewed as part of the investigation. A response will be provided within 20 working days.

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Timeline for response: NATIONAL TEA DAY will always acknowledge a comment or complaint within a maximum of three working days. If there is an issue, it will be investigated. Informal complaints will normally be resolved within a few days. Formal complaints are likely to take longer. We expect to respond to a formal complaint within 20 working days of the initial correspondence. If, in exceptional circumstances, NATIONAL TEA DAY cannot meet the deadline of 20 working days, a letter or email will be sent explaining why and will give a new deadline for the response.

Record keeping

A central register of formal comments and complaints will be maintained by a Company Director detailing the nature of the correspondence and the outcome. The register will be reviewed on a periodic basis by NATIONAL TEA DAY Directors. Documents relating to any complaint will be kept for three years.

It is not in NATIONAL TEA DAY's policy to deliver refunds for any complaints about an event.