

Huddersfield Literature Festival: Complaints Procedure



Huddersfield Literature Festival aims to provide high quality services which meet your needs and offer a fair and equitable environment. We believe we achieved this most of the time, but if we are not getting it right please let us know.

To ensure our services remain at a high standard, and in line with our Policies which seek to maintain this improving standard, through this procedure you can let us know if for any reason you are dissatisfied with our organisation.

Informal Complaints

If you are unhappy with our service at any of our events please speak to one of our volunteers, or our Festival Manager or Director - usually identifiable by their HLF badges and T-shirts.

If you are unhappy with an individual representing the Festival we recommend, where possible, to speak with them directly in the first instance. If you feel this is difficult or inappropriate please contact the Festival Director, Michelle Hodgson.

Often we are able to respond straight away, but where the matter is more complicated we aim to share an initial response within five working days.

Making a Written Complaint

If you are not satisfied with our response, or wish to raise a more formal complaint you can write directly to our Director. If your complaint involves the Director, you can address your complaint to our Festival Manager.

All written complaints will be logged, and a written acknowledgement will be received within ten working days.

We aim to investigate the complaint properly and respond with actions to deal with the issue within thirty working days. If a resolution is not possible in this timeframe, we will update you on the actions being considered.

Complaints are formally addressed by the Festival Director (unless the complaint is made about the Director), however if you are not satisfied with the outcome proposed the complaint will be raised in the next Steering Committee meeting, and any further steps to resolve the complaint will be decided here.

Occasionally we may not deal with your complaint if:

- It is related to an issue within a venue we are hiring for an event
- It is related to an organisation that is not part of the Festival.
- We have already dealt with the issue being raised
- The complaint is made anonymously
- It has been too long since the original incident
- The complainant is antagonistic or behaves badly

We do our best to continually improve the service we provide and we are open to making reasonable adjustments in response to any complaints.

Please also tell us if you are happy with our service.

In order to make a complaint please contact:

Huddersfield Literature Festival Director:

Michelle Hodgson

Email: director@huddlitfest.org.uk

To raise a complaint with the Festival Manager please contact:

Julia Lilof, Festival Manager

Email: FestivalManager@huddlitfest.org.uk