

## Complaints Policy and Procedures

**June 2025**

Springboard Festival is committed to providing a high-quality service to everyone we deal with. In order to do this we need Springboard users to give us any comments about our service, and to tell us when we get things wrong.

- We will listen to complaints, treat them seriously, and learn from them so that we can continuously improve our service.
- Anyone wishing to lodge a complaint should either email or send a letter to the Festival Administrator as soon as possible with full details.

Email: [admin@springboardfestival.co.uk](mailto:admin@springboardfestival.co.uk)

Postal address: 40 Shaftesbury Road, Brighton BN1 4NF

- We aim to deal with complaints promptly and will acknowledge receipt of a written complaint within five working days.
- Complaints will be investigated by the Chair and relevant Section Secretary in the first instance and, if the complainant is not satisfied, by the Board of Trustees, whose decision will be final. Complainants can expect to have a full reply in the first instance within 14 days and, if the matter is taken to the Board of Trustees, within 30 days.