



COMPLAINTS POLICY

From initial enquiries through to participation in our festivals, ESF Events aims to provide high standards of service and professionalism. We welcome feedback and complaints as part of our commitment to continuous improvement.

Making a complaint

Stage 1

Most concerns can be resolved quickly and informally by raising them with a member of the ESF Events organising team at the event. Written feedback should be submitted using a feedback form where requested.

Safeguarding-related concerns must follow the formal safeguarding process and be reported directly to the ESF Events Designated Safeguarding Lead on 07947 313302

Stage 2

If Stage 1 does not resolve the issue, the nominated Group Leader or Club Official must submit a formal complaint within **28 days** of the incident.

ESF Events will conduct a full investigation and aims to respond in a timely manner. Where investigations take longer, ESF Events will provide updates to the complainant.

Stage 3

Any dispute arising from this policy will be governed by the laws of **England and Wales** and subject to the exclusive jurisdiction of the English Courts.

Who to contact

ESF Events Safeguarding phone line: **07856 877139**

Relevant National Governing Body

Police or Children's Social Care

NSPCC Helpline: **0808 800 5000** | help@nspcc.org.uk