COMPLAINTS & FEEDBACK PROCEDURE

The Company

StAnza International Poetry Festival (StAnza) is an organisation committed to advocating for the contemporary relevance and importance of poetry through the presentation of an annual festival in Scotland, as well as performances, events and programmes throughout the year.

Policy Statement

StAnza strives to provide all those engaging with its activities - whether as audience, participant, partner or other stakeholder – with a valuable and positive experience of the organisation.
We welcome feedback on any aspect of our activity, as well as recognising that there may be occasions when an individual wishes to raise a formal complaint.

Whilst we would hope to resolve minor matters informally via your main contact within the organisation, this policy sets out the mechanism by which any individual external to the organisation may provide formal feedback and/or raise a complaint.

Reporting Procedure

If you wish to provide **formal feedback** on any matter relating to StAnza's activities or operations, you are welcome to do so by emailing stanza@stanzapoetry.org or in writing to:

StAnza – Scotland's Poetry Festival
c/o James Hair & Co,
59 Bonnygate,
Cupar,
Fife KY15 4BY.

Once received, your correspondence will be passed to the appropriate team member, trustee or partner and you will receive acknowledgement and, if relevant, comment regarding appropriate follow-up actions within 21 working days of receipt.

If you wish to **raise a complaint** about the organisation, its partner/s or any of its trustees/staff/artists/volunteers, please follow the below procedure.
Please note: StAnza can only act on reports of incidents or concerns brought to us directly and not on information encountered indirectly (e.g. rumours shared online).

- Complaints should be directed in the first instance to Suzie Kirk Dumitru, Operations Manager, by emailing suzie.kd@stanzapoetry.org or via post to the above address. If contacting us by post, please ensure to include your contact details to enable us to follow-up accordingly.
- If the complaint relates to the Operations Manager, it may be directed to the Chair of trustees by emailing chair@stanzapoetry.org
- Try to give a clear description of your concern. If there is a specific incident to report, please include details of;
    - when and where it occurred

- who was involved
- what happened before, during and after
- what the impact was on you and/or others

- Your correspondence will be kept in strict confidence and only shared with relevant parties where necessary for appropriate investigation and action to be undertaken.

Investigations and outcomes

- When a complaint is received, it will be reviewed by the Operations Manager and subsequently shared with the Chair of the board and another senior member of staff, where appropriate.
- Where the complaint relates to the Operations Manager and/or Chair of the board, it will be shared with another representative or subcommittee of the board for review.
- An investigation will then be undertaken and a member of staff or trustee may opt to contact you for further information, to provide evidence or for clarification. This might be in person, on the phone, or by email, depending upon the circumstances. If you wish, you may involve an appropriate third party in your contact with us, for support.
- A confidential record of all correspondence and action relating to the complaint will be kept by the company and a summary of findings will be submitted by the Operations Manager to the Chair (or alternative representative or subcommittee) for a decision as to what further action, if any, is necessary.
- You will be informed of the results of this process and any resulting action within 30 working days.
- If you are not satisfied with the outcome of the investigation, you may appeal for a review of the original complaint and subsequent investigation by a subcommittee of the board of trustees, who will revert with their findings and any further outcome/s within 30 working days.
- The outcome/s of any appeal are final and there is no further appeals process.

Monitoring and Review

The ways in which we seek to achieve our aims and the means by which we hold ourselves accountable to our commitments are constantly evolving. As such, this document and our related policies are under regular review by the Board of Trustees, Artistic Director and Operations Manager, and we welcome feedback and constructive criticism from our staff, stakeholders, collaborators, volunteers and audiences.

If you have comments on this or any other StAnza policy document, please email Suzie Kirk Dumitru, Operations Manager on suzie.kd@stanzapoetry.org

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