



## **The National Honey Show Ltd. Complaints Policy**

The Trustees of the National Honey Show (the Show) are committed to a high standard of service to all the volunteers, committee members, visitors and traders responsible for the successful running of the Show. If anything goes wrong the Trustees wish to know in order to improve the Show's standards.

If anything alerts us to possible abuse or neglect, the Chairman or Secretary will promptly convene a team to decide how to investigate and monitor outcomes.

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone may make a suggestion. A suggestion book and feedback forms are available at the Show.

Verbal complaints at the Show should either be addressed to a Committee member, who will attempt to resolve the matter at the time, or be addressed to the Chairman or Secretary. Written complaints should be sent to the Secretary at the Show's registered address by post or by electronic means.

All suggestions are considered in detail by the Executive Council in full meeting or passed to the relevant sub-committee for discussion. A response or acknowledgment is not normally sent, but the Secretary will disclose details of the discussion, at his discretion, if asked.

The Show aims to handle complaints quickly, effectively and in a fair and honest way. All complaints are taken seriously and the Show uses valuable information from investigating to help improve future Shows. On receipt of a complaint the Chairman or Secretary will acknowledge and decide on an appropriate procedure. Normally the Executive Committee will endorse any action taken or ask for discussion in full meeting. If the complainant wishes, the matter will be considered by the Trustees, whose decision shall be final. If this is not acceptable, appeal should be made to the appropriate regulator, as detailed on the Charity Commissions website: <https://www.gov.uk/complain-about-charity>

Anonymous complaints will be considered only if an acceptable reason is given.

Complaints should be sent as soon as possible after the event occurred or it may not be possible to investigate properly.

Approved by The National Honey Show Ltd. Board:

Date:

Signed (Chairman):

ReviewCycle 5 years

csm/version.1/19.3.18