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**Complaints Policy**

**Last Updated: 23/01/2023**

**Review Date: 123/01/2024**

**1.1 Introduction**

This policy is in addition to the Oxfam GB official complaints policy which can be found [here](https://www.oxfam.org.uk/what-we-do/about-us/contact-us/feedback-and-complaints). This page contains information regarding the official complaints procedure, escalation points and appeals processes.

This document applies specifically to any complaints made against the Oxfam GB Festivals and Events Team, including Coordinators and those on temporary internship contracts. In relation to this document, a complaint will be considered as negative feedback from a supporter, partner agency, community or any individual that we work with across our Festivals and Events where the complainant requires an official response to their feedback from the team, rather than simply wishing to informally express dissatisfaction.

**1.2 Complaining Onsite at a Festival or Event**

If you would like to discuss an issue or complain to Oxfam whilst onsite at a Festival or Event, Oxfam staff will record information regarding the complaint upon receipt to ensure complaints are responded to promptly and that relevant information is captured to assist with business improvement.

All problems that can be resolved onsite should be resolved as quickly as possible by the relevant member of the team. Depending on the nature of the complaint, it may be referred to the head office or escalated as appropriate.

**1.3 Complaining Offsite**

Complaints may be communicated to Oxfam GB via the following methods;

E-mail: [feedback@oxfam.org.uk](mailto:feedback@oxfam.org.uk)

Tel: 0300 200 1300 during office hours Mon – Fri 9.00am – 5.00pm

Post: Oxfam House

John Smith Drive

Supporter Relations

Cowley Business Park

Oxford

OX4 2JY

From this point onwards, your complaint will be dealt with under the [official Oxfam GB complaints policy](https://www.oxfam.org.uk/what-we-do/about-us/contact-us/feedback-and-complaints). The Oxfam GB Festivals and Events Team will work with the Supporter Relations Department to acknowledge the complaint with 48 hours and aim to resolve the complaint within 14 days unless there are exceptional circumstances whereby this is not possible (for example, if the team is waiting for information from a third party before closing any investigation). In these exceptional circumstances. Oxfam will send you a response which explains why Oxfam are still not in a position to make a final response, giving reasons for the further delay, indicating when they expect to be able to provide a final response.

Where the proposed decision or action is accepted by the complainant, then the decision or actions will be carried out and recorded.

If the complainant is not satisfied with the response, you can refer to the [official Oxfam GB complaints policy](https://www.oxfam.org.uk/what-we-do/about-us/contact-us/feedback-and-complaints) which includes escalation points and appeals processes. Further to this, Oxfam GB is covered by the Fundraising Regulator (FR), if you feel that we have still not satisfactorily solved your complaint, you can contact the FR [here](https://www.fundraisingregulator.org.uk/complaints).

Signed . Date 10th February 2022