



MARSDEN JAZZ FESTIVAL

JAZZ IN THE
YORKSHIRE PENNINES

Marsden Jazz Festival – Complaints Procedure

Marsden Jazz Festival aims to provide high quality services. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if, for any reason, you are not satisfied with Marsden Jazz Festival, its staff, trustees, committee, volunteers and partners.

If you wish to complain you have a choice of people that you can write to:

Artistic Director: Barney Stevenson barney.stevenson@marsdenjazzfestival.com

Chair of Trustees: Richard Whitelaw richard.whitelaw@marsdenjazzfestival.com

MJF Trustee: Kate Button

All complaints will be logged and treated confidentially by a small group of Marsden Jazz Festival organisational leaders. Your complaint will be treated in line with the requirements of the Data Protection Act 1998.

If you are complaining about an individual within the organisation then that group will not include the person you are complaining about. We can receive a complaint in any medium you are comfortable with, such as by post, in person, over the telephone, by email etc. We will acknowledge your complaint as quickly as we can. You have the right to complain anonymously and the organisation will respect any requests of anonymity.

If you want to send your complaint through the post, please address it to the person from the above list that you want to send it to and send to our office address

Marsden Jazz Festival
Marsden Mechanics
Peel St
Marsden
Huddersfield
HD7 6BW

Our aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If you are not satisfied with Marsden Jazz Festival's response to your complaint you can make an official complaint to the Charity Commission at <https://www.gov.uk/complain-about-charity>

Marsden Jazz Festival is a registered charity (Charity No. 1097200) and a company limited by guarantee (Company No. 04301891)