



# OXFAM

## Complaints Handling Procedures – Festivals & Events

Last Updated: 17/01/2020

Review Date: 01/12/2020

### 1.1 Introduction

This policy is in addition to the Oxfam GB official complaints policy which can be found [here](#). 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. For full details on how we will record your information, please view our [Privacy Policy](#).

If a problem arises onsite, a member of the team will be assigned to resolve this as quickly as possible to minimise any conflict or distress. They will record the complaint and let you know what action they will be taking to investigate it. Depending on the nature of the complaint, it may be referred to the head office or escalated as appropriate. There may also be a requirement to liaise with third party agencies, such as the festival or event organisers.

The member of the team assigned to the complaint will keep you updated with any progress in any onsite investigations and will advise you when the complaint is considered closed, explaining any rationale used in the decision-making process. If you are not satisfied with the result of any on-site investigation, you are entitled to complain through the offsite official Oxfam GB complaints policy outlined below.

### 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](#). 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](#) which includes escalation points and appeals processes. Further to this, we would also advise you of relevant external bodies or regulators if you feel that we have not satisfactorily solved your complaint.

#### **1.4 Safeguarding and Whistleblowing**

Oxfam GB offers an independent, third party whistleblowing hotline and case management system for use by anyone connected to our work: this includes people we work to support, staff, volunteers, partners and supporters. Anyone using this system can remain anonymous. This is in addition to our current [internal safeguarding system](#).

For callers within the UK: 0808 234 9797

For callers and incidents occurring outside the UK: please visit [www.oxfam.ethicspoint.com](http://www.oxfam.ethicspoint.com) for relevant phone number and guidance on reporting

For online reports: [www.oxfam.ethicspoint.com](http://www.oxfam.ethicspoint.com)

In case of sexual misconduct you can also email [safeguarding@oxfam.org.uk](mailto:safeguarding@oxfam.org.uk)

In case of financial misconduct you can also email [anticorruption@oxfam.org.uk](mailto:anticorruption@oxfam.org.uk)

In all cases where the survivor/ complainant wishes to remain anonymous without fear of retribution, and you cannot access ethicspoint, report directly to [whistleblowing@oxfam.org.uk](mailto:whistleblowing@oxfam.org.uk) or telephone below. Cases will be referred to the appropriate team to investigate.