



Somerset Armed Forces Day CIC  
Company number 13516007

## **COMPLAINTS POLICY**

Version 2026.Final  
Agreed by the executive committee February 2026  
Review Cycle: Annual

## **Complaints Policy**

### **1. Purpose**

- a. Somerset Armed Forces Day CIC is committed to delivering safe, professional and community-focused events. We welcome feedback and take complaints seriously as an opportunity to improve our services, governance and public engagement.
- b. This policy outlines how complaints can be made and how they will be handled fairly, transparently and promptly.

### **2. Scope**

- a. This policy applies to complaints relating to:
  - i. Event management and organisation
  - ii. Conduct of staff, volunteers or representatives
  - iii. Accessibility or inclusion
  - iv. Safety concerns
  - v. Data protection concerns
  - vi. School engagement activities
  - vii. Commercial or stallholder issues
  - viii. Governance or financial concerns
- b. This policy does not replace statutory procedures for safeguarding or criminal matters.
- c. If a safeguarding issue is raised, it will be handled under our Safeguarding Policy.
- d. If a criminal offence is alleged, this will be referred to the appropriate authorities.

### **3. Our Principles**

- a. We will ensure that complaints are:
  - i. Taken seriously
  - ii. Treated confidentially where appropriate
  - iii. Handled fairly and without bias
  - iv. Investigated proportionately
  - v. Resolved as quickly as possible
- b. No individual will be treated unfairly for raising a genuine complaint.

### **4. How to Make a Complaint**

- a. Complaints should be submitted in writing where possible.
  - i. Email: [chairman@somersetarmedforcesday.com](mailto:chairman@somersetarmedforcesday.com)
  - ii. Postal Address: Somerset Armed Forces Day, Vivary Golf Club, Fons George, Taunton, England, TA1 3JT
- b. Please include:
  - i. Your name and contact details
  - ii. Details of the complaint
  - iii. Date and location (if event-related)
  - iv. Names of individuals involved (if known)
  - v. What outcome you are seeking
- c. Anonymous complaints will be considered but may limit our ability to investigate fully.

### **5. Complaints Procedure**

- a. Stage 1 – Acknowledgement
  - i. We will acknowledge receipt within 5 working days.
- b. Stage 2 – Investigation
  - i. The complaint will be reviewed by a Director or appointed investigating officer.
  - ii. Relevant evidence will be gathered.
  - iii. Individuals involved may be contacted.
- c. Stage 3 – Outcome
  - i. A written response will be provided within 20 working days where possible.
  - ii. If more time is needed, we will inform you of the reason and expected timeframe.

### **6. Appeals**

- a. If you are not satisfied with the outcome, you may request a review by the Board of Directors within 14 days of receiving the decision.
- b. The Board's decision will be final.

## **7. Safeguarding & Serious Incidents**

- a. Where complaints relate to:
  - i. Child protection
  - ii. Vulnerable adults
  - iii. Serious health & safety incidents
  - iv. Financial misconduct
- b. These will be escalated immediately to:
  - i. The Designated Safeguarding Lead
  - ii. Relevant statutory authorities
  - iii. Insurers where appropriate

## **8. Confidentiality**

- a. All complaints will be handled in line with our Data Protection Policy.
- b. Information will only be shared where necessary for investigation or legal compliance.

## **9. Vexatious or Repeated Complaints**

- a. Somerset Armed Forces Day CIC reserves the right to:
  - i. Refuse to investigate complaints that are abusive, repetitive or clearly unfounded
  - ii. Limit contact where behaviour is unreasonable
- b. This decision will be made by the Board.

## **10. Learning & Improvement**

- a. We will:
  - i. Record complaints
  - ii. Review trends annually
  - iii. Use feedback to improve policies and event delivery
  - iv. Report significant issues to the Board

## **11. Contact Details**

- a. For complaints, please contact:
  - i. Somerset Armed Forces Day CIC
  - ii. Email: [chairman@somersetarmedforcesday.com](mailto:chairman@somersetarmedforcesday.com)
  - iii. Postal Address: Somerset Armed Forces Day, Vivary Golf Club, Fons George, Taunton, England, TA1 3JT

## **12. Commitment Statement**

- a. Somerset Armed Forces Day CIC is committed to openness, accountability and continuous improvement in delivering high-quality, safe and inclusive community events.