

Complaints and Whistleblowing- Procedure

Complaints

- Can be made verbally or in writing.
- Acknowledged within 5 days.
- Investigated by a trustee not involved in the event.
- Complaints involving safeguarding are escalated to the Lead Trustee.

Whistleblowing

- Anyone can report unsafe or inappropriate behaviour.
- Speak It Out will protect whistleblowers from retaliation.
- Reports can be made anonymously.
- Reports are handled confidentially and investigated promptly.

Version Control - Approval and Review

This policy will be reviewed annually, or following an incident, change in legislation, or other significant factors.

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Board	18/11/2025	Initial draft approved	Annually