



Complaints

Policy & Procedure

Brighton Fringe is committed to providing a quality service for its customers, stakeholders and partners, and working in an open and accountable way.

Brighton Fringe recognises the need to continue to improve its services by listening and responding to the views of its stakeholders, customers and partners, and by responding positively to complaints, and by putting mistakes right.

Date Updated: April 2026

Next Update Due: January 2027

Definitions

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Brighton Fringe. A complaint can be received verbally, by phone, by email or in writing.

‘Our Service’ relates to all Fringe stakeholders acting on behalf or within agreement with Brighton Fringe.

Therefore, we aim to ensure that:

- The complaint procedure is clear and easy to use for anyone wishing to make a complaint
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We make sure all complaints are investigated fairly, confidentially and in a timely way
- We make sure that complaints are, wherever possible, resolved and that relationships are resolved.
- We learn from complaints, use them to improve our service, and annually review our complaints policy and procedures

Expiry and Expectations for Complainants

Complaints should normally be made within 12 months of an incident or of it coming to your attention.

This time limit can be extended provided you have good reasons for not making the complaint sooner and it’s possible to complete a fair investigation.

You should expect an acknowledgement and the offer of a discussion about the handling of your complaint within 3 working days of receiving your complaint.

We commit to responding in the first instance within 48 hours of the complaint with an acknowledgment email.

Informal Complaints Procedure

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly (within 2-5 working days)
- Keep matters on a need-to-know basis (only people directly involved in facilitating communication or necessary escalation within one department)
- Enable communication between the complainant and the individual to whom the complainant has been referred

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Formal Complaints Procedure

Stage 1

If you are unable to resolve the issue informally, you should write to info@brightonfringe.org

You should set out the details of your complaint (including date of occurrence, named persons, events or venues), the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 48 hours of receipt. You should get a response within 15 working days.

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to the Brighton Fringe Executive Director or by post to the address above) and ask for your complaint and the response to be reviewed. You can expect the Executive Director to acknowledge your request within 5 working days of receipt, unless you receive an out of office, and a response within 30 working days.

Brighton Fringe aims to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Stage 3

If you are not satisfied with the subsequent reply from the Executive Director then you have the option of writing to the Chair of Brighton Fringe or via the postal address above stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response.

The Chair of Brighton Fringe will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

Policy Review

This policy will be reviewed annually to ensure it remains up to date and reflects current legislation, organisational needs, and best practice.