

The Cambridge Festival Complaints Policy

The Cambridge Festival is delivered by the University of Cambridge's Public Engagement Team. The Public Engagement team is part of the Research Office.

The Public Engagement team has a commitment to delivering an excellent service to all our participants and audiences. To ensure our services remain high, we have a procedure through which you can let us know of any reason you are not satisfied with your dealings with our organisation.

Stage one

If you are a participant in one of our programmes or have attended one of our festival events and you are not happy with the service you have received, please contact

David Cain

Public Engagement & Festivals Manager

The Old Schools

Trinity Lane

Cambridge

CB2 1TN

Email: cambridgefestival@admin.cam.ac.uk

We hope that we can settle complaints at this stage as quickly as possible.

Stage two

If you are not satisfied with the response you receive, you can take this further by contacting Dr Lucinda Spokes, Head of Public Engagement at the address and email above. Please tell us

- what happened
- when it happened
- who dealt with your feedback or complaint at the time
- what you would like us to do to put things right

You must do this within three weeks (21 days) of receiving our response to Stage One.

When will I hear from you?

Within five working days of receiving your complaint we will write to say that your

complaint has been received. We will also tell you how you can contact the person dealing with your complaint and when you can expect a reply.

You will receive a reply to your complaint within ten working days. If we cannot give a full reply in this time, we will tell you why and when you are likely to receive it.

Stage 3

If after we have responded you are not satisfied, please write to the head of Public Engagement Dr Lucina Spokes, who will report and discuss the matter with the Research Offices Leadership Team which will decide on any further steps to resolve the situation. We will contact you with the outcome within one week of the meeting. This decision is final.