



## GREEN GATHERING FESTIVAL COMPLAINTS PROCEDURE

The Green Gathering festival directors take feedback seriously and aim to respond in a timely and polite manner to any complaints.

Ticket-buyers with a complaint may email [getinvolved@greengathering.org.uk](mailto:getinvolved@greengathering.org.uk) and will receive a response within 3 weeks.

Volunteers and contractors may express festival-related concerns or grievances to relevant area or service co-ordinators. Any issues that remain unresolved may be brought to the attention of one or more of the directors and will receive a response within 3 weeks.

We hope that most complaints can be resolved informally.

Initially, one or more festival directors will consider the complaint and respond with information with a view to achieving resolution. This information may take the form of an explanation, apology, offer of compensation or commitment to improvement in future depending on the nature of the complaint.

If a complainant remains unsatisfied, all directors will consider the complaint formally and the complainant will receive a response from the board of directors collectively.

If a complainant is unsatisfied with the response of the board of directors, they may take their complaint to the festival's parent body, the Green Gathering Charity, via [charity@greengathering.org.uk](mailto:charity@greengathering.org.uk)

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Please note that purchase of tickets implies acceptance of the GG Terms and Conditions which are available on the GG website and ticket shop.

Volunteers and contractors are required to follow GG Crew Terms & Conditions, Health & Safety legislation and guidance, GG environmental and ethical policies, and the specific arrangements/contracts made with their area or service co-ordinator(s).

Festival participants' satisfaction cannot be ensured where these terms and conditions, policies, guidance or contracts have not been adhered to.