

Armidale & New England Show Society Inc.

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Procedure for Handling Pavilion complaints at the Armidale & New England Show

Step 1: Receipt of Complaint

1. Patron Submits Complaint

- Patrons can submit complaints through various channels such as email, phone, or in-person.

Step 2: Initial Assessment

2. Chief Steward Assessment

- The relevant Chief Steward receives the complaint and assesses its nature and severity.
- If the issue can be resolved immediately, the Chief Steward resolves it and notifies the customer.
- The relevant Steward will lodge a record of the complaint and its resolution, and this will be reported at the next scheduled meeting.

3. Escalation Criteria Check

- If the issue requires further investigation or resolution beyond the Chief Steward's capacity, it is escalated as per the established levels of authority.

Step 3: Investigation and Resolution

4. Assign to Pavilion Coordinator

- If the complaint is unable to be resolved by the relevant Chief Steward, then it will be assigned to the next relevant authority/individual responsible for addressing complaints.
- The below flow chart highlights the relevant authority of escalation:



5. Investigation

- The assigned authority investigates the complaint thoroughly, gathering relevant information and details.

6. Resolution

- Based on the investigation, the relevant authority formulates a resolution plan to address the complaint effectively.

Step 4: Communication and Closure

7. Feedback and Resolution Communication

- The patron is informed of the resolution and any actions taken to rectify the issue.
- Feedback is collected from the customer regarding their satisfaction with the resolution process.
- Once the complaint is resolved and the customer is satisfied, the complaint is marked as closed.