

This procedure should be followed when any member of our community wishes to make a complaint to Burning Seed. Please note that for issues onsite at the Burning Seed event, complaints can be made to the appropriate team or via this process after the event.

Step 1: First Contact:

To begin any complaint, please contact Burning Seed through any of the means listed on our website <http://burningseed.com/about/teams/> or by emailing feedback@burningseed.com

Emailing feedback@burningseed.com goes to the seven Burning Seed Facilitators and will be forwarded to the relevant Team Leads.

Engine Room: admin@burningseed.com
Crew: jointhecrew@burningseed.com
Comms: comms@burningseed.com
Entry: entry@burningseed.com
Curation Arts & Culture: prettyboy@burningseed.com
Site Safety: sitesafety@burningseed.com
Operations: karl@burningseed.com

You will receive acknowledgement of your complaint within 3 business days if made via email.

Step 2: Escalating your Complaint

If you are unsatisfied with the response or resolution of the complaint by the Team Lead, you are able to escalate the issue to the Team Lead's Burning Seed Facilitator.

The Facilitator will contact you via email and attempt to resolve the issue in a fair and timely manner.

Step 3: Escalating your Complaint to Town Council

If you are unsatisfied with the resolution of the complaint by the Facilitator, you can escalate it to the Burning Seed Town Council by emailing towncouncil@burningseed.com.

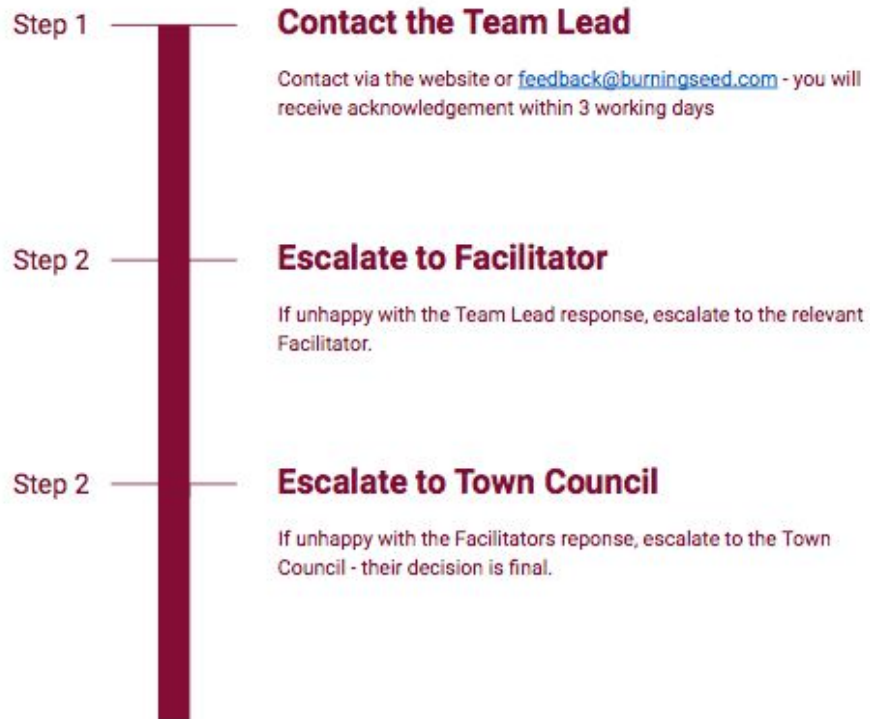
In order to ensure that we're able to address your query effectively, you'll need to provide us with:

- A summary of the complaint, the steps already taken to address your complaint, why you deem them unsatisfactory, and the preferred outcome of your complaint.
- A preferred telephone number and/or email address or that you can be reached on during the day

The Town Council will review the dispute and attempt to resolve the complaint and their decision will be final.

See the next page for a flow chart on the complaints process.

Complaints Process Flow Chart



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