



COMPLAINTS

It is hoped that any issues can be resolved amicably between the JDS or T's and Clubs, without escalating to a Complaints Procedure. This needs to be done immediately and preferably by telephone.

If matters cannot be resolved satisfactorily the Complaints Procedure below needs to be followed:-

Area Complaints:

The club should write to the JDS or T as soon as possible but within 4 weeks of the event, stating the reason for dissatisfaction and requesting an explanation.

If the explanation is unsatisfactory, copies of the blue Booking Form and all correspondence should be sent to the Area JDSE&P Chairman.

The JDS or T should follow the same procedure if there is a complaint against a Club.

The JDSE&P Committee can only take action on behalf of NAFAS affiliated clubs and NAFAS Qualified Area Judges, Demonstrators, Speakers and Teachers on the Kent Area List.

National Complaints:

If a complaint is deemed necessary regarding anyone on the National list, the Club Chairman, Vice Chairman or Secretary should write to the Chairman of the relevant National Committee without delay. Copies should also be sent to the Chairman of the Kent JDSE&P Committee and the Chairman of Kent Floral Art.

This should be done as soon as possible, ideally within six weeks of the event. Names, addresses, telephone numbers and email addresses should be included in the correspondence.