



# One Act Play Festival

## FEEDBACK (Optional)

Please send this form to. . . . .

DISTRICT		at . . . . .	(venue)
DIVISIONAL		FESTIVAL	
SCOTTISH FINAL		on . . . . .	(date)

Name of Club . . . . .

Club contact . . . . . Telephone . . . . .

Email . . . . .

### Problems prior to, or during, a Festival

If, during the festival period, your team has an urgent problem concerning technical, staging or rules issues, the matter should be referred to the SCDA Stage Director, who will assist wherever possible. His/her decision on all matters is final.

If a problem arises of a more general nature then please refer to the Secretary of the Festival Organising Committee

**Reference to Theatre Staff or to other SCDA office bearers is not allowed.**

### FEEDBACK

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### Please Note If your feedback is a complaint then:

Please state your complaint clearly using this form and include any relevant information including dates and times. Feel free to use the back of the form if necessary

Send copies of any relevant correspondence by email or post.

### How Scottish Community Drama will deal with your complaint

The organising committee will:

1. Record details of your complaint and acknowledge its receipt within five working days.
2. Make sure that your complaint is thoroughly investigated and, if necessary, ask for further information or meet with you.
3. Let you know the outcome within twenty-eight working days. Failing that we will contact you with an update and to arrange a suitable alternative date.
4. Give full consideration to your feedback and if appropriate use your suggestions to improve our future Festivals.

Should you feel that your complaint has not been dealt with satisfactorily then you will have the right to raise it to the next level of the Scottish Community Drama Association whose decision will be final. i.e. District Festival to Divisional Committee, Divisional Festival and Scottish Final to National Executive.