



RESONANCE: Sound Solutions Event Complaint Policy

We are committed to providing an exceptional experience for all participants. We take all feedback seriously and aim to address any concerns promptly and fairly. This policy outlines the procedure for lodging and resolving complaints related to our events.

How to File a Complaint

If you have a complaint, please follow the steps below to ensure it is addressed appropriately:

1. **Informal Resolution:**
 - We encourage participants to first seek an informal resolution by discussing the issue directly with the person(s) involved. Often, misunderstandings can be resolved quickly and amicably through open communication.
2. **Formal Complaint:**
 - If the issue is not resolved informally, or if you prefer to file a formal complaint, please submit your complaint in writing. Send your complaint to hello@hifla.org with "Formal Complaint" in the subject line.

Required Information

When submitting a formal complaint, please include the following information:

- Your name and contact details
- A detailed description of the issue or concern
- The date(s) and location(s) of the incident(s)
- Any relevant documentation or evidence supporting your complaint
- Any steps you have already taken to resolve the issue informally

Complaint Review Process

1. **Acknowledgment:**
 - Upon receiving your complaint, we will acknowledge receipt within five (5) business days. You will be informed of the next steps and the expected timeframe for resolution.
2. **Investigation:**
 - An impartial representative from our team will investigate the complaint. This may involve gathering additional information, interviewing relevant parties, and reviewing any supporting documentation.
3. **Resolution:**
 - We aim to resolve all complaints within thirty (30) business days. If additional time is required, we will inform you of the delay and provide an updated timeline.
4. **Outcome:**

- Once the investigation is complete, we will communicate the outcome to you in writing. This will include any actions taken to address the issue and prevent future occurrences.

Confidentiality

All complaints will be handled with the utmost confidentiality. Information related to your complaint will be shared only with individuals involved in the investigation and resolution process.

Appeals

If you are not satisfied with the resolution of your complaint, you may request an appeal. Please submit your appeal in writing to hello@hifla.org within ten (10) business days of receiving the resolution. Your appeal will be reviewed by a senior member of our team, and a final decision will be communicated to you within fifteen (15) business days.

Feedback and Continuous Improvement

We value your feedback and use it to improve our events and processes. If you have any suggestions or additional feedback, please feel free to share them with us at hello@hifla.org.