



COMPLAINTS PROCEDURE

This document provides guidelines for the resolution and the treatment of complaints made by our performers, teachers, spectators or parents. It is our duty to ensure that all complaints are handled promptly, appropriately, and sensitively.

1. Purpose of the Procedure

The purpose of the complaint's procedure is to ensure that:

- the performers, teachers, spectators or parents has an easily accessible, straightforward means of making formal representations to the Eisteddfod, which offer prompt action and speedy resolution of complaints.
- the performers, teachers, spectators or parents is confident that his/her complaint is being dealt with effectively and fairly, even if the outcome is not to his/her complete satisfaction.
- the Eisteddfod uses complaints positively and takes the necessary action to maintain and improve service quality and responsiveness to performers, teachers, spectators or parents.

2. What is a complaint?

A complaint is defined as an expression of dissatisfaction about the standard of service, actions, or lack of action by the Eisteddfod or its staff or volunteers, where a formal record or response is required. This can include complaints about the level of service provided, the provision of inaccurate information, the behaviour of staff or volunteers.

PLEASE TAKE NOTICE THAT COMPLAINTS WILL ONLY BE DEALT WITH AS SET OUT HEREUNDER,

NO VERBAL CONFRONTATION OR ALTERCATION WILL BE INDULGED.

PLEASE BE RESPECTFUL WHEN REPORTING YOUR COMPLAINT. WE WILL TRY AND ADDRESS THE COMPLAINT AS SOON AS POSSIBLE.

3. How to make a formal complaint:

Making a written complaint: gardenrouteeisteddfod@gmail.com

- a. If you are dissatisfied with a service or any complaint, you have to lodge a written complaint with us:

Please include in your complaint the following details:

- a. your name and contact details;
- b. the nature of the complaint;
- c. details of any steps you have already taken to resolve the complaint;
- d. copies of any documentation which may be relevant

Please send this information to via email to: gardenrouteeisteddfod@gmail.com

Complaint Box

Complaints can also be lodged through our complaints box accessible at the Eisteddfod.

Complainants are required to submit a complaint in writing and specify the names of the staff involved, the complainant and the nature of the complaint as well as the complainant's contact details must be provided on the complaints. It may include relevant evidence.

Anonymous complaints will not be considered.

Response

We will acknowledge and provide an initial written response to your complaint within **7 working days** of receiving it.

Confidentiality

All complaint information will be dealt with sensitively, informing only those directly affected or involved and following any relevant data protection requirements.