

Llandyfaelog Agricultural and Horticultural Show

Complaints Policy.

The Llandyfaelog Horticultural and Agricultural Show ("The Show") views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

We undertake to:

- Provide a fair procedure for complaints which is easy to use
- To make sure our staff and volunteers know what to do if a complaint is received
- To investigate in a fair and timely way
- To resolve complaints where possible
- To gather information to help us improve

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of The Show, its competitions, the event itself, its fundraising or its management. This policy does not cover complaints from employed staff, who should refer to The Show's internal policy on such matters.

Complaints will be handled sensitively, following any relevant data protection requirements.

Overall responsibility for this policy and its implementation is with the trustees, The Show committee.

This policy is reviewed regularly and updated as required.

Competition complaints are generally dealt with under the General Regulations in the relevant competition schedule. Other complaints will be resolved by the staff in the Show Office with reference to The Show's various committees and relevant trustees where appropriate. The ultimate arbiter of a complaint is The Show's Board of Trustees.

Complaints Procedure

Written complaints can be sent via e-mail to enquiries@llandyfaelog.show Verbal complaints may be made by phone to the Show Secretary on 07929960061 or made in person to any of The Show's staff or Trustees.

Complaints made in person or by telephone must be recorded in writing by the person receiving the complaint. This person should record:

- The facts of the complaint
- The complainant's name and contact details
- The relationship of the complainant to The Show – i.e. competitor, sponsor, trade stand, visitor

- Where appropriate they should request that the complainant sends a written account of the complaint by post or email so the complaint is recorded in their own words.

The General Regulations of The Show's competitions apply across all sections and should be the first point of reference for a relevant complaint. These regulations are included in each competition schedule which is found on The Show's website in The Show's catalogue. The Chief Steward of each section will also have a copy of the regulations to hand. These regulations detail the procedure that should be followed, and competitors are reminded that the decision of the judge is final.

For a complaint of a different nature, the following procedure should be followed.

- On receiving the complaint, the Show secretary or steward records the complaint in the Complaint's logbook.
- If the matter is not already resolved the Show secretary will identify and if necessary, delegate an appropriate person to investigate it and take action. Any complaint about the Show secretary will be investigated and acted upon by the Show Chairman.
- Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.
- Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation and where appropriate any action taken as a result of the complaint.

Many areas of The Show are overseen by a committee made up of volunteers and trustees. Where this is the case, a relevant complaint may be discussed at sub-committee level for ruling and response. A sub-committee can escalate a response request to Management Committee which can then escalate to Show Trustees if required. The decision taken at this level is final unless the trustees decide to seek external assistance with resolution.

This statement has been approved and adopted on behalf of the Llandyfaelog Agricultural show committee by.

Chairman

Dated.

Complaints to external bodies about our charity can be made by following the relevant link here: <https://www.gov.uk/complain-about-charity>