



Complaints Procedure

The Royal Welsh Agricultural Society's events include The Smallholding and Countryside Festival, The Royal Welsh Show and The Royal Welsh Winter Fair. All other events held at the showground are third party venue hire events and any complaints regarding these events should be directed to the event organisers.

We are committed to providing a programme of events that meets our charitable objectives and at the same time continues to improve the promotion of sustainable agriculture, horticulture, forestry, conservation and the environment. To do this, we need you to share with us any comments about our events and to tell us when we get things wrong.

We listen to your feedback and complaints, treat them seriously, and learn from them so that we can continuously improve our events. We want to help you resolve your complaint as quickly as possible and have set out below our complaints procedure as follows.

- What is a complaint?
- Our standards for handling complaints
- How to complain
- If you remain dissatisfied

What is a Complaint?

We treat as a complaint any expression of dissatisfaction with an event which calls for a response. More generalised comments may be treated as feedback which we will share with our committees for oversight and evaluation.

A complaint is an expression of dissatisfaction but, in some cases, may also be viewed as a form of constructive feedback, whether justified or not, and covers the following:

- The standard of service we provide at an event.
- The content of an event.
- The behaviour of our staff or volunteers, including any action or lack of action that affects an individual or group.

A complaint needs to be made in writing by email or letter within 5 working days after the last day of an event.

Our standards for handling complaints are as follows:

- We treat all complaints seriously, whether they are made by email or letter.
- You will be always treated with courtesy and fairness.
- We will treat your complaint respectfully and in confidence.

- We will deal with your complaint promptly – we will acknowledge receipt of a written complaint within 5 working days and we will aim to send you a full reply within 20 working days of receipt.
- If we cannot send a full reply within 20 working days of receipt we will tell you the reason why and let you know when we will be able to reply in full.

Confidentiality

All complaints received will be dealt with confidentially and in accordance with the Data Protection Act 2018 and the UK GDPR.

How to Complain

You can make a complaint by email or post. You can send an email to feedback@rwas.co.uk or in writing to:

Royal Welsh Agricultural Society
Royal Welsh Showground
Llanelwedd
Builth Wells
Powys
LD2 3SY

We have a 2-stage complaints procedure. At each stage it will help us to resolve your complaint quickly if you can give us as much clear and factual detail as possible, with accuracy of dates and times, stating that you are making a complaint in line with our procedure.

Also, please include your reason for making the complaint, providing a clear description of your experience and what outcome you would like to see.

Stage 1

This is the first opportunity for the Royal Welsh Agricultural Society to resolve a complainant's dissatisfaction, and most complaints will be resolved at this stage. In the first instance, we will try to get your complaint resolved by the Department Manager of the area against which the complaint has been made. Upon receipt of your complaint, we will contact the relevant Manager and ask them to deal with your complaint. All complaints will be shared with the relevant committee and may require their review before a response can be made.

Stage 2

If you are dissatisfied with the response, you may request a review by the Chief Executive and/or the Honorary Event Director. If your request to a review is accepted, then any outcome from this review will be final.

Expectations

Whilst we will endeavour to resolve your complaint as soon as reasonably possible, it would be most useful if you could confirm, when making your complaint, what outcome you are hoping to achieve. This will ensure there is a mutual understanding, preventing miscommunication, whilst collectively concluding the process effectively.