

## **National Eisteddfod of Wales Concerns and Complaints Policy**

### **Introduction**

This policy applies to the Management Board, Council, Court, central and local committees, volunteers, performers and artists involved in the Eisteddfod. The Eisteddfod has a specific complaints policy and procedure for its staff.

The Eisteddfod is committed to being an inclusive festival that respects and celebrates diversity in all its activities and procedures, and to ensure that no one is prejudiced against anyone based on disability, background, belief, religion, race, age, gender, gender or sexuality (Standing Orders of the Eisteddfod, 2022).

If the concern or complaint relates to an issue related to the protection of children, young people or vulnerable adults, the Eisteddfod will act by following the process set out in the Eisteddfod's Safeguarding Children and Vulnerable Adults Policy.

If the concern or complaint relates to an issue related to bullying, harassment or discrimination, the Eisteddfod will act by following the process set out in the Eisteddfod's Respect in Work and Activities Policy.

There is a separate complaints procedure for matters relating to Eisteddfod competitions, and this is stated in the List of Competitions and in the Competition Portal on the Eisteddfod website.

### **Informal Solving**

The Eisteddfod will endeavour to resolve any concern or complaint informally if possible, and in a collaborative spirit.

Anyone should express a concern or complaint in the first instance to the member of staff responsible for a relevant and / or specific project or plan.

### **Formal Process**

If the concern or complaint cannot be resolved informally, the relevant member of staff or the Chief Executive will ask you to submit your complaint in writing, clearly stating that you wish to 'submit a complaint under the Concerns Policy and Complaints of the Eisteddfod'. Any written complaint should explain the nature and basis of the complaint and the desired outcome.

The Eisteddfod will acknowledge receipt of written complaints within five working days and investigate the matter internally.

If the complaint relates to a member of staff, or if it is a general complaint about the Eisteddfod, the Chief Executive of the Eisteddfod, Betsan Moses, [betsan@eisteddfod.cymru](mailto:betsan@eisteddfod.cymru), should be contacted in order to follow the specific complaints policy and procedure for staff.

Any complaint about the Chief Executive should be directed to the Chair of the Human Resources Committee of the Eisteddfod, or if it concerns a member of the Board it should be sent to the Secretary of the Management Board.

If the complaint relates to the work of a group or committee, the person responsible for the alleged behaviour should be prevented from attending the group or committee until the complaint has been resolved.

If the complaint relates to an artist or freelance performer, the person responsible for the alleged behaviour should be prevented from undertaking any role related to the Eisteddfod until the complaint has been resolved.

### **The investigation**

The person who will investigate the complaint, (the member of staff responsible for a specific project or area or the Chief Executive), will consider any relevant evidence, including any documents, notes of conversations, e-mails, text messages, Whatsapp etc, which form part of the concern or complaint.

The investigator may request a meeting to discuss the matter in question, and interview any person the complaint relates to and any relevant witnesses named in the concern or complaint.

The investigator can recommend specific steps to be taken in response to the concern or complaint, and these include referring the concern or complaint to members of the Eisteddfod Management Board.

Following the investigation, the Chief Executive, Chair of the Human Resources Committee and / or Board Secretary will consider what further steps should be taken and inform the relevant people of their decision. This is done within 28 working days of receiving the concern or formal written complaint.

If the concern or complaint relates to a member of the Management Board, Council, Court, central and local committees of the Eisteddfod, after considering all the relevant evidence, the Eisteddfod can decide to expel them from the committee or group.

If the concern or complaint relates to an artist or freelance performer, after considering all the relevant evidence, the Eisteddfod can decide to cancel an agreement or not offer freelance work to an individual in the future.

### **Right to Appeal**

Anyone who disagrees with the decision has the right to appeal against it by contacting the Secretary of the Management Board, [ysgrifennydd@eisteddfod.cymru](mailto:ysgrifennydd@eisteddfod.cymru).

The appeal should be submitted in writing to the Secretary within five working days of the written notification of the result of the concern or complaint clearly stating the basis of the appeal.

The Secretary will conduct an investigation into the basis of the appeal and all relevant evidence and inform the person who submitted the appeal of the outcome within 21 working days. The result will be final and there will be no further right to appeal.