

Complaints Policy – Easy Read Version

We value your feedback. Complaints help us learn, grow, and strengthen relationships within our community.

Who Can Complain?

Anyone – including the public, service users, supporters, volunteers, and stakeholders. Internal staff matters follow a separate grievance process.

What Counts as a Complaint?

Any dissatisfaction about our services, staff, communications, fundraising, or conduct.

Examples:

- Poor communication or service
- Staff or volunteer behaviour
- Safeguarding concerns
- Handling of donations or support

How to Complain

- **Email:** llanellideafclub@gmail.com
- **Post:** 54 New Road, Llanelli, SA15 3DR
- **In person:** Speak to a staff member or trustee
- We also accept complaints in **BSL** or **Welsh** to ensure accessibility.

What Happens Next?

- We'll **acknowledge your complaint within 5 working days**
- A **full response** will follow within **20 working days**
- Investigations are confidential and led by senior staff/trustees
- We aim to resolve concerns informally and respectfully

If You're Not Satisfied

- Escalate to the **Chair of Trustees** within **28 days**
- The Chair will review and respond within another **20 working days**

For Serious Issues

If your concern involves mismanagement or misuse of funds, and you've tried our process, contact the **Charity Commission**:

- Website: gov.uk/complain-about-charity
- Phone: 0300 066 9197

Accountability & Learning

All complaints are logged, reviewed, and used to improve our services. Anonymized summaries may be shared to uphold transparency.

Inclusive Approach

We'll support your communication needs to make sure everyone can raise concerns.

Policy Review

Reviewed annually or after any major complaint.

Approved on: 24 April 2025

Signed by: WILLIAM PAUL SAUNDERS on behalf of the Board of Trustees

Reviewed in: 2025