



Complaints and Appeals Policy

DATE CREATED: October 2023

DATE REVIEWED: N/A

SIGNATURE:

DATE OF NEXT REVIEW: October 2024

This policy will be reviewed annually and updated in line with any new recommendations or legislation as it is made available.

Key Personnel			
Role	Name	Tel.	Email
Business Operations Manager	Lucy Allen	01225 751675	asstmanager@larkrisefarm.org.uk
Chair of Trustees	Rob Ham	01225 751675	chair@larkrisefarm.org.uk
Farm Manager	Wendy Self	01225 751675	manager@larkrisefarm.org.uk

Children's Social Care referrals: Multi-Agency Safeguarding Hub (MASH):	0300 456 0108
Vulnerable Adults Social Care referrals: Multi-Agency Safeguarding Hub (MASH):	0300 456 0111
Out of hours:	0300 456 0100

If you believe a learner is **at immediate risk** of significant harm or injury, you **must** call the police on 999.



At Larkrise Community Farm (LCF) we recognise that all our clients have a right to quality service. In the event that a stakeholder is unhappy with the quality of service then they have the right to make a formal complaint. In this instance, a complaint is a statement from someone that they are not happy with the level of service provided to them by LCF and they would like to see it improved. The process of which is outlined in this policy. Larkrise Community Farm uses any complaints to further improve our provision.

The purpose of this policy is to:

- Help LCF monitor and improve the quality of our provision
- Help any stakeholder using or wishing to use our provision at LCF to make a complaint if they feel they need to.
- Help LCF to deal with a complaint in a timely, effective and positive way so we can improve our provision.
- Identify issues that could be covered in this procedure
- Set out the procedure in which stakeholders can make a complaint
- Set out how LCF deals with complaints in a fair and consistent way

This policy is for stakeholders wishing to complain about the quality of service provided by LCF. Staff or volunteers unhappy about their experience in the workplace should follow the procedure outlined in the grievances policy. The procedure for raising concerns regarding the health, safety and welfare of students and clients is outlined in our Safeguarding and Child Protection Policy. Any concerns of possible malpractice should be raised using our Whistleblowing Policy.

Complaints Procedure

The complaint might be about:

- The behaviour of students or clients
- The behaviour of staff or volunteers
- The quality of provision
- The type of provision
- Being refused service
- A contract being terminated
- The facilities
- The stock and/or animal welfare
- Communication (written or voice)
- A student, client or family member feeling like they have been treated unfairly
- Anything else relating to the service of LCF

Procedure for the complaint

- If possible, the person should discuss their complaint with the Business Operations Manager.
- In the first instance, the management team will then try to resolve the matter quickly and informally.
- If at this point it becomes clear that a crime has been committed then the matter will be passed over to the police.
- If the situation cannot be resolved informally then LCF will take the following action to ensure the complaint is dealt with fairly and consistently.



Complaints procedure

1. Within 24 hours the complaint should put in writing to the Business Operations Manager. This can be done via the email on the front of this policy or via a letter. The subject of the email should be 'Complaint'. Where your complaint is in letter form the letter should be addressed as follows: 'The Business Operations Manager', Larkrise Community Farm, West Ashton Road, Trowbridge, Wiltshire, BA14 6DQ. If the complaint is about the Business Operations Manager then the complaint should be written to the Chair of Trustees.
2. The Business Operations Manager or Chair of Trustees should acknowledge the complaint within two working days. The acknowledgement will outline the timeline for the investigation, a contact for any questions the person has and any temporary measures put in place.
3. LCF will continue to provide service to the person unless the student or client has been excluded. If the student or client has been excluded then the reason for this will be communicated.
4. If the complaint involves a specific person, then that person will be informed of the complaint and the nature of the complaint within two working days.
5. The Business Operations Manager will then investigate the complaint. As a minimum, the complainant will be interviewed; date, time and minutes of the interview will be recorded but kept confidential unless a crime or safeguarding issue arises. If the complaint is about the facilities then they will be examined. If the complaint is about the service then the decision making process will be examined.
6. The Business Operations Manager will produce a report of the findings and the actions taken by LCF. This will be shared with the complainant and any person connected directly to the complaint. All parties will then have the opportunity to accept or reject the actions.

Further Avenues of Investigation

At the end of the process, if you are unhappy with the outcome and/or remedial actions we take, you can contact The Trustees of the farm. Since the Trustees do not have a collective email address, this must be in writing via letter. Please address your letter to "The Trustees of Larkrise Community Farm" and send it to the address at the top of this document. Also, please mark the envelope and your letter "Complaint". In your letter, please ensure that you outline exactly which part of the outcome you are not satisfied with.

One or more Trustees will be appointed to investigate the entire process. You will receive an acknowledgement from a Trustee within 5 working days of receipt at the farm and then in due course, the outcome of their investigations.

Larkrise Community Farm is a registered charity and therefore abides by rules laid down by The Charities Commission. The Charities Commission cannot get involved in individual complaints against Charities unless they fall under what is categorised as "a serious nature". To find out more information on the Charities Commission procedures you find this on the website: <https://www.gov.uk>.