



## Corn Close Care Farm Complaints Procedure

Corn Close Care Farm aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right, please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with Corn Close Care Farm.

If you are not happy with Corn Close Care Farm please tell us.

If you are unhappy about any Corn Close Care Farm's service, please speak to the relevant staff member or the manager in the first instance.

If you are unhappy with an individual at Corn Close Care Farm, please approach them directly if you feel able to. If you feel this is difficult or inappropriate, then please speak to the manager or another member of staff.

Often, we will be able to give you a response to a verbal complaint straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

All verbal complaints and our responses will be recorded.

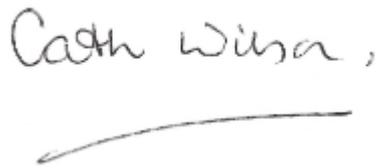
If you are not satisfied with our response or wish to raise the matter more formally, please put your complaint in writing to the manager (Cath Wilson). If your complaint is about the manager, please send your written complaint to the lead volunteer tutor (Tim Wilson).

All written complaints will be logged. You will receive a written acknowledgement of your written complaint within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the manager and explain why you are not satisfied and another member of staff/volunteer will look at the complaint again and our response. The next steps to resolve the situation will then be decided and you will be informed in writing within 10 working days.

Finally, please also let us know if you are happy with Corn Close Care Farm's services.

Date	05.08.22
Review date	04.08.23
Name	Cath Wilson
Signed	
Position	Manger