



The Sunflower Community Care Farm

Complaints Policy

Date approved	
Signed by Chair	
Next date for approval	

We are continually striving to provide high quality service to every one of our service users. Service users are at the heart of everything we do and by listening to the people who would attend our care farm, we will improve our service and continue to make them safer and more responsive. We will learn lessons that will benefit our service users and our staff. Sharing and learning from what our service users and staff tell us will support our planning and the delivery of care.

If a complaint alerts us to possible abuse or neglect we will tell the Council's adult safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes.

Making a complaint

If you are dissatisfied with any part of our service, please talk to us. By discussing your concern with the Farm Manager, issues can usually be resolved swiftly. They will be able to discuss the problem with you and together you can agree the next steps.

We take all complaints we receive very seriously and do our best to work with our service users to sort them out as soon as possible.

We ask that you give us the details of your complaint within 12 months of the incident, or within 12 months of you becoming aware of the problem. We will respond to your concerns considerately, quickly and as effectively as possible.

You can make a complaint:

- verbally (in person or by phone)
- in writing
- electronically, for example, via email or text message

When we look at your complaint, we will aim to:

- find out what happened
- identify what went wrong
- ensure you receive an apology if one is due
- identify what we can do to avoid similar issues in future

The complaints process follows three stages, and we find the majority can be resolved during the first stage.

Stage one: Local resolution

We recommend that all concerns should be raised with the Farm Manager in the first instance, as many issues can be resolved immediately.

We will acknowledge your complaint within 3 working days of receiving it, and start a thorough investigation. We will provide you with a formal written response within 20 working days.

Of course many complaints are resolved much quicker, however it may be helpful for you to meet with the Farm Manager to discuss your concerns, or have telephone conversations where you are updated on progress. 20 working days is the timeframe for you to receive a formal written response. In exceptional cases we may request more time to conduct our investigation, if this is the case you will be kept informed and provided with a revised response date.

Stage two: Internal review

If you are unhappy with the response you receive from stage one, you can contact one of the Directors (contact details can be found on the Companies House website:

<https://beta.companieshouse.gov.uk/company/10465277>) within 14 days of receiving a formal written response. They will look into the matter further for you and allocate to an appropriate person.

Again this will be acknowledged by them, within 3 working days of receiving the escalation and a formal response will be provided within 20 working days.

Stage three: External Ombudsman

Once your complaint has been dealt with through stage 1 and stage 2 of the process, if you are not satisfied with the outcome you can refer your complaint to the Local Government Ombudsman (LGO) and ask for the complaint to be reviewed. The LGO provides a free, independent service. Local Government Ombudsman (services in England):

www.lgo.org.uk

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
0300 061 0614