



# Complaints Policy and Procedure

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## General Principles

Vauxhall City Farm (hereafter referred to as VCF) aims to provide staff, members, visitors, organisations and individuals with the best possible service. We positively welcome suggestions you may have for how we can improve our service.

Usually, a word with the person at the point of service delivery will suffice should a problem arise and we would encourage you, in the first instance, to discuss your complaint with the relevant member of our team in order to try to find a satisfactory resolution.

However, we recognise that from time to time there may be occasions when visitors and users of our services feel that the quality or level of service provided falls short of what they could reasonably expect. We also want to know about these occasions so that we can make good the problem and plan to avoid its repetition.

If you have a complaint, we would like you to tell us about it.

## Making a complaint

- a) Complaints should, in the first instance, be made to the appropriate Project Manager (Riding, Café, Farmyard or Education) who will try again to resolve the issue informally. To allow for a proper investigation, concerns or complaints should be brought to the attention of VCF as soon as possible. In general, any matter raised more than 3 months after the event to which the complaint refers, will not be considered.
- b) If the issue is serious, or you are not satisfied with the initial response, you should make a formal complaint.
- c) Your complaint should be made in writing, marked Private and Confidential and sent to the Chief Executive who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter.
- d) You should include full details of your complaint including details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents. It is very important that you include a clear statement of the actions that you would like VCF to take to resolve your concern. Without this, it is much more difficult to proceed.
- e) The Chief Executive will, in consultation with the Chair of the Trustee Board, investigate the complaint.
- f) The Chief Executive will communicate the results of the investigation to you within a reasonable time and normally within twenty-one days.
- g) You have the right - if dissatisfied with the results of the inquiry - to put your case in writing or personally to a panel comprising at least two members from the VCF Trustee Board.
- h) If attending personally you have the right to be accompanied by a friend or advocate (not of the legal profession) to help put your case. (The panel also has the right to have an advisor present).

- i) The decision of the panel will be final.
- j) Where appropriate, VCF will agree to, and take, any further action necessary to make good the cause of the complaint.
- k) All formal complaints and the response made to them will be recorded and filed in a secure place.

VCF will take all complaints seriously and The Trustee Board will be regularly informed by the Chief Executive of the number and nature of any complaints and their outcome. Consideration will be given to the implications these have for the planning and management of future services annually, as part of VCF's self-evaluation.

**NOTE:** If a complaint relates to the Chief Executive, read Chairman of Trustees for Chief Executive throughout this policy.

**VCF's complaints procedure will be published and made available to all organisations, visitors and individuals who use its services.**