



1.8 Complaints Policy

We hope that everyone will enjoy their time with us at FarmAbility. However, occasionally things go wrong and you, or someone you support may want to complain. This policy outlines the procedure for co-farmers, their families and/or support workers and volunteers who wish to make a complaint.

When should I complain?

If you are at the farm, you should let the Programme Leader who is running an activity know straight away if you are not happy about something – or you can also speak directly to a member of the office team. This way, we can do something about your concern quickly, and ensure that this problem or complaint doesn't result in you (or someone you support) not feeling comfortable while with us.

However, we know that some people do not feel confident to complain in person, or there might be another reason why you don't want to complain about something at the time when an event takes place. You may be a family member of someone who comes to FarmAbility who wishes to raise a concern or complain about something that you have heard about. In all these cases please do contact us as soon as possible so that we can address your concern or complaint.

FarmAbility takes all complaints seriously, and we do encourage people to share their concerns or raise complaints with us so that we can respond, learn and improve.

How to complain

You can contact us by phone on 01865 245604, via email to info@farm-ability.org.uk or in writing to:

FarmAbility
FAI Farms
Wytham
OX2 8QJ

You can address your complaint to a specific person if you prefer. If you telephone us, the complaint will be written down by whoever you speak to. Whoever takes your call will attempt to resolve the issue for you; this may involve talking to other members of the FarmAbility team. Our preference would always be to deal informally with any complaint, but if we can't or if this would not be appropriate, or if you are not satisfied with our response, then you can submit a formal complaint in writing.

Confidentiality

We understand that you may wish to deal confidentially with your concern or complaint (i.e. not to share the details more widely than with the person you have approached with your concern). We

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<http://farminspirationtrust.org/>

We believe that adults with learning disabilities and autism should have access to meaningful activities that improve their well-being and increase their independence, enabling them to participate actively in their communities.

FarmAbility, The Field Station Wytham, OX2 8QJ Tel: 01865 245604
Trustees: Richard Brooks (Chair), Will Gale (Treasurer), Ruth Layton, Roz Warren, Wendy Tindsley



may be able to deal with your concern entirely confidentially; if in order to investigate it properly we can't, then we will always discuss this with you first before we share details of your complaint more widely.

If your complaint is in writing (including email) we will acknowledge we have received it, and a member of the management team will investigate the circumstances.

How long will the process take?

It is our intention that complaints will be resolved as soon as possible – within 10 working days. If a full response to your complaint cannot be given within ten working days (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be informed of the progress being made with your complaint. We will give you an updated timeline at that point.

Who else can I contact?

If for any reason you don't feel comfortable making your complaint to a member of the FarmAbility team, you can contact the FarmAbility Chair of Trustees directly:

Chair of Trustees: Richard Brooks

Contact details: richardbrooks.ontheriver@gmail.com

How we will respond to your complaint

If you include your telephone number in an email or letter, then we will call you as soon as possible to talk about your complaint and get more information if needed. It is always better to talk things through and sort them out quickly if we can. If we only have your address, we will send written acknowledgement of receipt of your complaint. We will tell you who is dealing with your complaint and when we expect to respond to you in full. We may ask for more information at this stage.

What we will do next

If your complaint is upheld, then we will offer an explanation and do everything we can to rectify the situation. In all cases we will provide a clear response to the situation you have raised with us. The management team or, in some more serious circumstances the trustees, will be informed and will decide what further action is needed.

Policy Reviewed by: JP O'Connor

Date Reviewed: 3 April 2019

Next Review: April 2020

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