



Complaints Policy and Procedure	
Reference: GN03	Effective date: 1 June 2012
Page no: 1 of 2	Last approved: 07 Jun 2022
Last revised 9 May 2022	Next revision due: May 2024

Introduction

We strive to offer a fair, high quality service to all our customers, members, partners and other interested stakeholders. We welcome and value your feedback so we can improve the services we provide to you. We take all forms of feedback seriously and use the information to monitor our performance and adapt our services to meet your needs.

We know, however, that things sometimes don't go according to plan. In the unlikely event that you wish to make a complaint against Windmill Hill City Farm we will do what we can to address your concerns in a polite and prompt manner. The following procedure is in place to guide us.

The procedure

We want to try to sort your complaints out as soon as possible. If you have a problem please talk to a member of staff in the first instance. If for whatever reason you feel uncomfortable talking to the staff member directly then please ask to speak to a senior staff member who works in the service that you access. Either of these people may be able to sort things out straight away. If they cannot sort your problem out immediately, they will make a record of your complaint and follow the procedure set out below.

Note that you may be invited at any stage to attend a meeting to resolve the issue with all those involved. The meeting is to allow all parties involved to address the issue and move on positively.

Stage 1

We will acknowledge your complaint within five working days of receiving it and let you know who will be dealing with it. This will usually be a senior staff member. You should receive a full response within 15 working days. If we cannot provide a response within this time, we will write to you explaining the reasons for the delay and tell you when you can expect a reply.

Stage 2

If you are not satisfied with the response you receive at Stage 1, you should contact us within one month of receiving the reply to your complaint. We will let you know, within five working days, that we have received your complaint and we will ask the Chief Executive to look at it. You should receive a response within 15 working days. If we cannot provide a response within this time, we will write to you explaining the reasons for the delay and tell you when you can expect a reply.

Stage 3

If you are still not satisfied, you can ask the Chair of our Board of Trustees to review your complaint. You should contact the Chair within a month of receiving our Stage 2 response. We will let you know within five working days that the Chair has received your complaint and we will send you a full response within 21 working days.

Independent review

Stage 3 is the final stage of our complaints procedure. If you are still not satisfied we will seek external, impartial advice from a mutually agreed source (eg ACAS).



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Complaints relating to our fundraising activities can also be referred to the Fundraising Regulator. Guidance on how to raise a complaint with the Fundraising Regulator can be found by following this link <https://www.fundraisingregulator.org.uk/complaints/make-complaint>

We will monitor and record the number of complaints we receive each year and share this data with the Fundraising Regulator on request.

Contact us

You can let us have your feedback in any of the following ways:

By phone: 0117 963 3252 for the main reception; 0117 963 3299 for the nursery

By e-mail: info@windmillhillcityfarm.org.uk. This e-mail address is being protected from spambots. You need JavaScript enabled to view it

By letter: write to us at: Philip Street, Bedminster, Bristol BS3 4EA

Complaints regarding Children and Family Services

If you are not satisfied with the outcome of the complaint against the Children and Family Services you can contact OFSTED who will carry out their own investigation at:

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231

An Ofsted poster with their contact details is displayed in the Nursery reception area.

As a registered provider all formal complaints (verbal or written) relating to the welfare requirements must be logged in the settings complaints file. These complaints must be investigated and the complainant notified of the outcome of the investigation in the timescale as outlined. We must provide Ofsted, on request, a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. A record of all complaints will be kept for at least a period of three years from the date of completion, or longer if there is an outstanding query.

Please note:

During all stages we advise the complainant to put their concerns in writing. In this way we have an accurate and detailed account of what the complaint is actually about. It also helps us with the investigation of the complaint.

We endeavour to work with all our service users in a positive way to provide a happy, safe and trusting environment for all. We advise all individuals to bring any concerns to us as soon as they arise as they are easier to resolve in the earlier stages rather than the later.