

Millennium Farm Trust

GN10 Complaints Procedure

Next review date: October 2022



Version Control

Version number	Date of changes	Who	Review summary
01	10/2019		

The Millennium Farm Trust runs Depden Care Farm and aims to provide high quality services which meets your needs. We believe we achieve this most of the time: if we are getting it right, please let us know.

In order to ensure our service remains 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 the organisation.

If you are not happy with The Millennium Farm Trust please tell us

- * if you are unhappy about any Millennium Farm Trust service, please speak to the relevant staff member.
- * if you are unhappy with an individual at Depden Care Farm sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the Director, Tim Freathy

You can telephone Tim on 01284 851013 or mb 07816 828016

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

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Trustees.

c/o Amanda O'Neill, Chair Quality Assurance Sub-Group, Depden Care Farm, Rookery Farm, Depden, Bury St Edmunds. Suffolk IP29 4BU

Alternatively, you can email the Chair Quality Assurance Sub-Group, Amanda O'Neil at this address: Amandao_neill100@yahoo.co.uk

All written complaints will be logged. You will receive a written (or email) acknowledgement 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.

Appeals

In the unlikely event that you feel that the complaint has not been adequately dealt with, your complaint and all associated communications will be reviewed by the Chair and other members of the Board at his/her discretion.

Finally, please also let us know if you are happy with The Millennium Farm Trust's services. This procedure will be reviewed annually.