

Complaints Policy And Procedure



Edfords Care Farm

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Policy holder:	Chris Howes
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Edfords Care Farm Community Interest Company

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Edfords Care Farm – Complaints Policy Summary

Our Commitment

At Edfords Care Farm, we are committed to providing the highest standards of education and care within a transparent, respectful, and responsive environment. We value all feedback and view complaints as opportunities to reflect, learn, and improve.

We aim to handle all complaints:

- **Fairly**
 - **Promptly**
 - **Openly**
 - **Without prejudice**
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Guiding Principles

- Complaints are welcomed and treated as a tool for service development.
 - Every complaint is recorded, reviewed, and handled with **strict confidentiality**.
 - All responses are timely, constructive, and proportionate.
 - Malicious or unfounded complaints will be addressed appropriately.
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Supporting Families & Work-Based Needs

We recognise that many concerns may arise from the **individual needs** of children and families, particularly around therapeutic and vocational programmes. We are committed to working **collaboratively and flexibly** with families to ensure our approach remains:

- **Person-centred**
 - **Practical**
 - **Supportive of each child's strengths and aspirations**
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Complaints Procedure

1. Informal Stage

- Concerns should first be raised directly with the relevant staff member.
- If unresolved, a **brief written summary** is passed to the line manager, who will:
 - Contact the complainant within **1 working week**
 - Seek resolution within **5 working days**
 - Record the issue formally

If not resolved, the complaint moves to the formal stage.

2. Formal Stage

- A **Senior Manager** will meet the complainant within **5 working days**.
 - The complainant may be supported by a friend, family member, or colleague.
 - A **Complaint Recording Form** will be completed (if not already done).
 - An investigation will follow, involving statements and evidence gathering.
 - Target resolution: **10 working days**
 - If a **safeguarding issue** is identified, safeguarding protocols take priority.
 - A second meeting is held to:
 - Share the outcome
 - Explain any actions taken
 - Provide a **written summary** and information on how to appeal
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3. Appeals Process

- Appeals must be made **within 10 working days** of receiving the formal outcome.
 - The appeal will be reviewed by a panel of **three independent members** (e.g. Managing Director or Board Members).
 - A meeting is arranged within **10 working days** of appeal receipt.
 - Both the complainant and investigating manager will present their views.
 - A decision is:
 - Reached as soon as possible (typically the same day)
 - Communicated **within 3 working days**
 - **Final and binding**
 - Written confirmation of the decision is provided to all relevant parties.
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Monitoring & Records

- A **Senior Manager** maintains a complete **Complaints Log**.
- Quarterly reports are submitted to the Managing Director and Board.
- **All complaint documentation is retained for a minimum of 5 years.**