

## Complaints Policy And Procedure



<b>Policy number:</b>	CPAP
<b>Version:</b>	2.0
<b>Policy holder:</b>	Chris Howes
<b>Approval board:</b>	Edfords Care Farm Board of Directors
<b>Date of original approval:</b>	March 2021
<b>Date of latest approval:</b>	May 2025
<b>Review period:</b>	Annually
<b>Date of next review:</b>	May 2026

**Edfords Care Farm Community Interest Company**

Upper Wood Farmhouse, Browns Lane, Mautby, Norfolk, NR29 3JQ. Company No. 08568566

Tel: 01493730869, Email: [info@edfordscarefarm.co.uk](mailto:info@edfordscarefarm.co.uk)

# 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.

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## 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.**