



Complaints Policy

Purpose: The Farncombe Community Garden has a suite of policies to ensure safe and effective working in the charity. This policy is about what to do if you have a complaint about the project.

Complaints.

1. The Farncombe Community Garden aims to provide a welcoming environment.
2. To ensure our project continues to deliver a valuable service we are keen to encourage feedback from all who attend. However, there may be occasion when you have a particular issue that you wish to raise for which the procedure below should be followed: -

- * If you are unhappy about anything in the garden, please speak to the Lead Volunteer (LV).

- * If you are unhappy with an individual in the Garden sometimes it is best to tell him or her directly although we should all, be mindful of the ethos of nonconfrontation within the garden and it may be better to discuss your issues with the LV of the day initially. They will be able to discuss with you the most appropriate resolution of the issue.

Often, we will be able to give you a response straight away. When the matter is more complicated the LV/Committee member will review the issues with the appropriate individuals and will aim to give you at least an **initial response within five working days**.

3. If you are not satisfied with the response or wish to raise the matter more formally, please contact the Chair of Trustees, Helen Farmer, e mail; **hcf28@btinternet.com**

Formal complaints will be logged. You will receive an **acknowledgement within five working days** of receipt of a written complaint.

It is important to investigate your complaint properly- this may include contacting you and other involved parties. We would aim to give you a reply within ten working days, setting out how the problem will be dealt with and any actions that need to be taken. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please tell us and the Chair will report the matter to the next Trustee meeting, who will decide on any further steps to resolve the situation. Please note that if you are making a complaint on behalf of someone else it is important, where appropriate, to have their permission.

If you are still not satisfied with the response from the Trustees, please look at the complaint guidance on the Charity Commission website.

Finally, please do also let us know if you are happy with services and activities provided at the Farncombe Community Garden. It is good to know when things go well.