

**10.2 Complaints procedure for Farm Visitors**

There is a fair way of dealing with issues as they arise in an informal way, but visitors may wish to exercise their right to make a formal complaint. They are informed of the procedure to do this and complaints are responded to in a timely way. The same procedures apply to agencies who may have a grievance or complaint.

# Visitors

# If a visitor is unhappy about any aspect of their care or how he/she feels he/she has been treated, this should be discussed with the owners of the farm. The owners will listen to the complaint and acknowledge what he/she is unhappy about. They will offer an explanation and an apology if appropriate. The issue and how it was resolved is recorded in the Complaint Investigation Record. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint. For allegations relating to serious harm to a person caused by a member of staff or volunteer procedure 6.2 Allegations against staff, volunteers or agency staff will be followed.

* If the person is not happy with the response or wishes to complain about the owners or any other member of staff, he/she will be directed to the second owner. Some people will want to make a written complaint; others will prefer to make it verbally, in which case the owner writes down the main issues of the complaint using the Complaint Investigation Record and keeps it in farm files.
* The owner will investigate the complaint and provide time to feedback to the person within 28 days. A confidential written report of the investigation is kept in the file.

# Agencies

* If an individual from another agency wishes to make a formal complaint about a member of staff or any practice of the setting, it should be made in writing to the setting manager.
* The complaint is acknowledged in writing within 10 days of receiving it.
* The setting manager investigates the matter and meets with the individual to discuss the matter further within 28 days of the complaint being received.
* An agreement needs to be reached to resolve the matter.
* If agreement is not reached, the complainant may write to the setting manager’s line manager, who acknowledges the complaint within 5 days and reports back within 14 days.
* If the complainant is not satisfied with the outcome of the investigation, they are entitled to appeal and are referred to the owners/directors/trustees.