



# Empowering Futures - Complaints, Compliments and Feedback Policy

## Purpose of Policy

Whilst we make every effort to meet peoples' expectations, circumstances may arise where an individual has a concern and wishes to bring this to our attention. We will take all reasonable steps to resolve the situation in everyone's best interests.

For very serious concerns, such as an individual's safety being placed at immediate risk, take such action as is appropriate. For example, by calling emergency services.

Empowering Futures works very hard to ensure there are no causes for concern or complaints. In many circumstances, giving feedback is actually preferred by both parties.

We always ask that you consider feedback first before making an official complaint. Often (depending on the severity of the situation), a simple feedback form does the trick.

### **Embedding this policy to participants with learning needs**

*Prior to commencing engagement on the farm, inductions are held for all staff, volunteers and participants to ensure this policy is understood and achievable. We have ensured this policy is accessible to all by providing easy-read information with clear, easy-read, basic instructions and pictures to help educate and deliver the message.*

## **EMPOWERING FUTURES FEEDBACK SURVEY**

Below will help you quickly decide which type of feedback you have, feedback, informal complaint or formal complaint. This also ensures you raise a safeguarding concern if someone is at risk of harm or danger.

### **Ask yourself the following questions;**

- 1) Is this good feedback? (This can be done verbally or using the Google link above)
- 2) Is this bad feedback? (This can be done verbally or using the Google link above)
- 3) Is this a cause for concern? (This NEEDS to be raised urgently)
- 4) Is this an official complaint? (please follow the Complaints Policy)

### **Explanation of Complaints (what do they mean?)**

- **Informal Complaint** (something small like someone in the group said something to upset you etc. This is something that can be verbally shared with a team leader/manager or trustee and resolved between those concerned)
- **Formal complaint** (this will start official proceedings and will need to be in writing)

# Empowering Futures

Registered Charity Number (CIC) 1182139

Tel: 07743 57 57 87

Email: [admin@empoweringfutures.co.uk](mailto:admin@empoweringfutures.co.uk)

Website: [www.empoweringfutures.co.uk](http://www.empoweringfutures.co.uk)

Address: Stables, No 2 Bury Hill, Moorend, Winterbourne, Bristol BS16 1SS



- *Is this a serious cause of concern concerning someone's well-being or risk of harm? IF SO, PLEASE FOLLOW PROCEDURES ON OUR SAFEGUARDING POLICY OR IMMEDIATELY CONTACT OUR DSL (Designated Safeguarding Lead, Kelly Rogers, will need to be made aware URGENTLY)*

## COMPLIMENTS & FEEDBACK POLICY

We aim to provide a happy, empowering, safe and caring environment for all participants and welcome feedback in order to improve the service we provide.

We receive positive feedback! You can use this process to give positive and negative feedback,

All feedback can be simply put through to someone on-site at the farm or accessed online using this Google Form link (you can add feedback anonymously). [EMPOWERING FUTURES FEEDBACK SURVEY](#)

All negative feedback will be taken seriously, and we will deal with them promptly.

### **Feedback process**

- 1) In the first instance, you should raise your feedback with the team leader or person in charge.
- 2) You can also fill out a paper Feedback Form; these are available on-site.
- 3) Alternatively or you can email us at [admin@empoweringfutures.co.uk](mailto:admin@empoweringfutures.co.uk)
- 4) Or use the Google Form above or our contact us form on our website to provide feedback this can be done anonymously

## INFORMAL COMPLAINTS

Anyone who has a concern should initially raise this with a member of our team at the time, as this enables us to respond and deal with an issue quickly.

We will seek to resolve this and meet any reasonable expectations the individual may have, ideally to his or her satisfaction. If unable to, make a note of:

- The complainant's name and contact details, unless he/she is unwilling to provide these.
- The nature of his/her concern and anything that he/she wished to be done about it.
- The circumstances surrounding the complaint, including when, and where any action was taken and the details of others who were present/involved.
- Advise the complainant that their concern will be passed to the trustees.

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## **OFFICIAL FORMAL COMPLAINTS**

Where an individual wishes to make a formal complaint, he/she should be provided with the e-mail address of the nominated lead trustee for complaints and/or our registered address, as they wish. Correspondence should be marked private and confidential. He or she should be provided with a copy of this policy by post or e-mail.

To help resolve the complaint as quickly and effectively as possible, the individual making the complaint should do so as soon as possible and should include in it:

- Name, organisation (if relevant), address, telephone number and e-mail.
  - (If you do not wish to be contacted in a particular way, please let us know and we will of course respect this.)
- As much information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom.
- What it is you felt to be unsatisfactory.
- What you believe should be done to address your concern.

Receipts will be acknowledged, if possible, within 7 working days. The complaint will then be investigated. If necessary, specialist advice will be sought. Where clarification or further information is felt to be necessary, the trustee will contact the person complaining to request this.

A response will be sent within 14 working days. If this is not possible, a holding reply will be sent after 14 days advising when we estimate the investigation will be completed. The complaint response will explain our findings and what action we will be taking/have taken, subject to the constraints of the Data Protection Act, which will almost certainly not allow us to disclose sensitive personal information.

If the complainant is not satisfied with the response, he or she may appeal the decision, by writing to the Chair, the contact details of whom will be included in our response. Appeals must be submitted within 28 days of our response to the complaint.

The appeal should be specific about why the individual feels the decision made was wrong and provide the facts and information necessary to demonstrate this.

A decision will be notified within 28 days and will be final.

## **WIDER ACTION**

Irrespective of the outcome of any complaint, we will consider if there is any requirement in respect of wider action and/or statutory reporting to the [Charity Commission](#), [H&SW Executive](#), other regulator, or the [Police](#).

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Consideration will also be given to whether any changes should be made to policies, procedures, training etc to see if anything might reasonably be done to prevent a similar issue arising in future.

## ANONYMOUS COMPLAINTS

Anonymous complaints will be recorded and any facts available will be looked into. However, in doing so we will be mindful that anonymous complaints can sometimes be malicious.

Everyone involved in our work, even incidentally, has a right to complain and we will hold anyone accountable but, equally, individuals have a right to be protected from unsubstantiated and, potentially, malicious allegations.

Consequently, anyone wishing to complain is strongly encouraged to provide the information requested above and his or her contact details. This will also allow us to advise him or her of the outcome.

## POTENTIAL COMPENSATION CLAIMS

If a complaint may potentially result in a claim for compensation, such as damage or loss to property, or personal issue, our insurers are to be notified.

## CONFIDENTIALITY

The complaint will be treated as confidential and any communication on this issue, including responding to the complainant, will be subject to compliance with the Data Protection Act.

## AVAILABILITY

This policy is to be made publicly available and given to anyone who advises that he/she wishes to submit a complaint.

## VERSION CONTROL - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Board	April 2023	Initial draft approved	Annually

**Date of Policy Creation:** 1st February 2019

We follow the Social Model of Disability. We offer bespoke opportunities to ensure we remain person centred. Our services are firmly embedded with quality and purpose for each individual we work with. Our approach is holistic. We encourage personal responsibility. We aim to increase independence and to empower individuals. We have a proven track record of significant success.

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**Last Reviewed:** 19/04/2024

**Next Review Due:** 19/04/2025

**Signed off by:** Maria Needs (Chair, Head of Trustee)

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