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| Complaints Procedure (to be reviewed annually) | |
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| Last revision: July 2025 | Review date: July 2026 |

Complaints Procedure

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1 Introduction

- 1.1 Bath City Farm is committed to providing a positive, inclusive and respectful environment for everybody. Feedback of all kinds helps us to improve.
- 1.2 We welcome compliments, comments, concerns and complaints as opportunities to help us to confirm what we are doing well and to identify problem areas.
- 1.3 We take all complaints and concerns seriously and aim to resolve them quickly, respectfully and fairly.

2 Purpose

- 2.1 The purpose of this policy is to:
 - Explain how Bath City Farm handles concerns and complaints from members of the public, volunteers, project participants, trainees and learners.
 - Ensure complaints and concerns dealt with in confidence and impartiality, with courtesy in a timely and appropriate manner.

3 Scope and definitions

- 3.1 A complaint may include (but is not limited to):
 - Being treated unfairly or discourteously
 - Being discriminated against or harassed
 - Concerns about the quality or delivery of services, projects or programmes
- 3.2 This procedure applies to all customer complaints and concerns relating to Bath City Farm's services and decisions as well as services commissioned and contracted by or on behalf of the Bath City Farm.
- 3.3 This procedure excludes complaints from employees who should raise any concerns or complaints by following the Grievance Procedure contained in the Employee Handbook.

4 Complaints procedure

- 4.1 We want to try to resolve complaints as soon as possible.

If you have a concern, please speak with a member of staff in the first instance. They may be able to sort things out straight away.

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If they cannot sort your problem out immediately, we will make a record of your complaint and will follow the procedure set out below.

4.2 Contact us. You can let us have your feedback in any of the following ways.

- By phone: 01225 481269
- By e-mail: You can e-mail us at info@bathcityfarm.org.uk
- By letter: You can write to us at: Bath City Farm, Kelston View, Bath BA2 1NW

4.3 Stage 1

We will acknowledge your complaint within five working days of receiving it and let you know who will be dealing with it. This will usually be a member of the Senior Leadership Team. You should receive a full response within 15 working days.

4.4 If we are unable to provide a response within this time, we will contact you explaining the reasons for the delay and tell you when you can expect a reply.

4.5 Stage 2

If you are not satisfied with the response you receive at Stage 1, you should contact us within one month of receiving the reply to your complaint. We will let you know, within five working days, that we have received your complaint and we will ask the Farm Director to look at it. You should receive a response within 15 working days.

4.6 If we are unable to provide a response within this time, we will contact you explaining the reasons for the delay and tell you when you can expect a reply.

4.7 Stage 3

If you are still not satisfied, you can ask the Chair of our Board of Trustees to review your complaint.

4.8 You should contact the Chair of Trustees within a month of receiving our Stage 2 response. We will let you know within five working days that the Chair has received your complaint and we will send you a full response within 21 working days.

4.9 Independent review



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Stage 3 is the final stage of our complaints procedure. If you are still not satisfied we will seek external, impartial advice from a mutually agreed source (e.g. ACAS).