



## **Complaints Policy**

### **1. Introduction**

Fields Farm Nature Play & Therapy CIC is committed to delivering high-quality services and ensuring that all service users, volunteers, staff, and stakeholders are treated with fairness, respect, and professionalism. We recognise that sometimes concerns or complaints may arise, and we are dedicated to handling them promptly, fairly, and transparently.

### **2. Purpose of This Policy**

This policy aims to:

- Provide a clear process for raising and handling complaints.
- Ensure complaints are treated seriously, fairly, and confidentially.
- Use complaints as an opportunity to learn and improve our services.

### **3. Who Can Make a Complaint?**

Complaints can be made by:

- Service users, carers, or their representatives.
- Volunteers or staff members.
- Partner organisations or members of the public.

We welcome feedback and concerns about any aspect of our services, including:

- The quality of therapy sessions, activities, or support provided.
- The conduct of staff, volunteers, or other participants.

- Health & safety, safeguarding, or ethical concerns.

#### **4. How to Make a Complaint**

##### **Step 1: Informal Resolution (Where Possible)**

We encourage individuals to first discuss concerns informally with a relevant member of staff or volunteer. Many issues can be resolved quickly this way.

##### **Step 2: Formal Complaint Submission**

If the issue is not resolved informally, a formal complaint can be made by:

Emailing: [fieldsfarmcic@hotmail.com](mailto:fieldsfarmcic@hotmail.com)

Calling: Charlotte – 07584045836 or Kate - 07969472087

Writing to: Directors of Fields Farm Nature Play & Therapy CIC, 1 Fields Farm, Spalding Gate, PE126UF

##### **Step 3: Acknowledgement & Investigation**

- We will acknowledge receipt of the complaint within 5 working days.
- The complaint will be investigated thoroughly, gathering relevant information.
- We may contact the complainant for further details or clarification.

##### **Step 4: Response & Resolution**

- A full written response will be provided within 20 working days.
- If further time is required, we will keep the complainant informed.
- If the complaint is upheld, appropriate action will be taken to address the issue.

#### **5. Appeal Process**

If the complainant is not satisfied with the response, they can request a review by a senior staff member or director within 10 working days of receiving the decision.

The appeal will be reviewed, and a final response will be provided within 20 working days.

#### **6. Confidentiality & Data Protection**

All complaints will be handled confidentially and in line with GDPR regulations.

Personal information will only be shared with those directly involved in resolving the complaint.

## **7. Unreasonable or Vexatious Complaints**

We are committed to handling all complaints fairly, but we will not tolerate:

- Repeated, unreasonable complaints that do not raise new issues.
- Abusive, offensive, or threatening behaviour.

If necessary, we reserve the right to end communication with individuals whose behaviour is unreasonable.

## **8. Monitoring & Continuous Improvement**

All complaints will be logged and reviewed to identify patterns and areas for improvement.

Complaints and outcomes will be discussed in staff meetings to improve service delivery.

This policy will be reviewed annually to ensure it remains effective and up to date.

## **9. Contact Information**

For any concerns or complaints, please contact:

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