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Scotswood Natural Community Garden Complaints Policy

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Approved by: Board of Trustees
Last Reviewed: Mar 2023
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Our Complaints Procedure

We set high standards across the full range of services we offer. We aim to deliver those standards all of the time. But we also know that we don't always get it right - and when we don't measure up, we want you to tell us about it. This is the same whether you are a visitor - adult or child or a volunteer. We can then learn from both our mistakes and make services even better in the future.

When Should I Complain?

- If any of our services haven't reached the standard you expect.
- If there's a fault or problem you think we should fix.
- If you feel a member of our staff has treated you badly or unfairly.
- If you are unhappy about anything else we have (or have not) done.

How Can I Complain?

If you want to:

- Tell us about the problem; speak to the member of Staff concerned or ask to speak to the CEO
- Or phone the Office at SNCG for the attention of the CEO

If your problem is more complex or perhaps we may have failed to do something we promised to, you should send an email or a letter to the CEO. Your complaint will then be handled as an official complaint.

What We Will Need to Know

- Your name and details of how to contact you.
- Details of your complaint.
- What you want us to do to put things right.

What You Can Expect From Us

We will:

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- Investigate your complaint carefully and thoroughly.
- Write back to you with a full reply in ten working days (occasionally we may need longer than this, but when we do, we will tell you why this is and when we can reply).
- Our staff will be polite and give their name when speaking to you.
- Our letters will be written in everyday language, avoiding jargon.
- You will not be treated any less favourably as a result of complaining about our services.

There are some things we can't change... such as things we are required to do by law, or policies which have been set which guide the way some services are delivered. But we will always explain why this is, and tell you who else to contact if you are still unhappy.

Related policy: Equality and Diversity

This Complaints Policy was adopted by the Board of Trustees of Scotswood Natural Community Garden at their meeting on 5 March 2013.

Signed by

***Tony Milan
Chair of Trustees***

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