



Apple Tree Farm Services CIC

Complaints Policy

It must be understood that service users may not be experienced at being able to complain.

Service users may feel intimidated and may want support.

Where it would not be appropriate for anyone working for Apple Tree Farm at the time of the complaint to provide this support, the service user should be advised that they can ask a person such as a family member, social worker, or independent advocate to assist in complaint matters.

It would be acceptable for a member of Apple Tree Farm staff to enable the service user to make initial contact with the advised person e.g., dial the telephone number, but it would not be acceptable for the staff member to be present during any conversation between them.

It would be acceptable to arrange a meeting between the service user and appropriate person but not to be present at the meeting.

Service users can make a complaint verbally, in writing or via a tape recording to any member of staff they feel comfortable with.

The member of staff receiving a complaint should report it immediately to the farm manager, Brenda Leonard.

A written complaint report should be completed for the service user's file. It is important that this report is completed in the presence of the service user making the complaint, and if appropriate, in the presence of their chosen advocate.

The appropriate person should be contacted immediately, to start working toward a resolution.

Apple Tree Farm staff work in partnership with parents and schools to meet the needs of the children, both individually and as a group. Information is shared with those on a need-to-know basis, but always where possible with parents. The aim of this document is to clarify the preferred procedure that any complainant should take to have their concern dealt with promptly and appropriately.

Any complaint regarding any aspect of the Holiday Club's service should be made in writing to the Farm Manager as soon as possible from the attending date of the





child/incident. The details of the concern, incident or allegation should be as full as possible to allow a comprehensive investigation to be carried out.

Depending on the severity of a complaint, this may be dealt with directly and amicably between the Farm Manager and the complainant. If the complaint is about the manager, then this should be dealt with by another senior team member, namely Mr Philip Leonard. All complaints will be acknowledged within 24 working hours even if it is just to inform the complainant that we are investigating the matter and will get back to them as soon as is practicable. Any complaints received by staff members will be recorded and logged on our complaints record system. All complaints will be dealt with in the following manner:

Stage one

Complaints about aspects of club activity:

- The Farm Manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate, we will encourage the parent to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the Manager or head office if it is about the manager. We will then discuss the complaint with the individual concerned and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to Ofsted using the details provided below.

Apple Tree Farm will:

- Acknowledge receipt of the letter within 7 days and investigate the matter within 28 days
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the club's practices or policies because of the complaint. A Complaint Form will be completed to include details of action taken, timeline of events and for the parent to express how well the complaint was dealt with.
- Meet relevant parties to discuss the farm's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the farm's safeguarding lead will follow the procedures of the **Safeguarding Policy**. If a criminal act may have been committed, the Police will be contacted.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Apple Tree Farm at any time. Ofsted will consider and investigate all complaints.

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Email: contact@appletriefarmservices.co.uk www.appletriefarmservices.co.uk



Ofsted's address is Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 1231 (general enquiries) 0300 123 4666 (complaints)