

## **River Bourne Community Farm - Complaints Policy**

### **Part A) Statement**

- 1) Any person can make a complaint about:
  - a) An employee
  - b) A volunteer
  - c) An independent worker hired by River Bourne Community Farm
- 2) The complaint may be about the conduct of a), b) and/or c) above.
- 3) The complaint may be about the conduct of the organisation.
- 4) A complaint is made using the steps below:

### **Part B) Making a complaint**

- 1) **STAGE ONE** - A complaint may be made to any employee of River Bourne Community Farm. It should also be made in writing to:

**Farm Directors, River Bourne Community Farm  
Cow Lane, Laverstock, Salisbury, SP1 2SR**

There will be a response to a complaint within 14 days of receipt. If the matter is not resolved within a mutually agreed time, it will be referred to stage two.

- 2) **STAGE TWO** - There will be a meeting between the person complaining (the complainant), an appointed employee and members of the board of management within 14 days of referring to stage 2. (This will not involve employees or persons involved in the complaint).
- 3) The discussion and plans for action will be recorded and a copy given to the complainant.
- 4) If the complainant is dissatisfied with the decision, they may appeal within 14 days of receiving the decision. The complaint will be referred to stage 3.
- 5) **STAGE THREE** - If the complainant is still unhappy after stage 2, they can appeal against the decision. The matter will be referred to the next board meeting. If a meeting is not due within 20 days, a special meeting will be held within that time. The complainant has the right to attend the meeting to give their point of view but not to be present when the decision is reached.
- 6) The complainant will be informed of the decision after the meeting in writing. If the complainant is dissatisfied with the decision, they may appeal within 14 days. The complaint will be referred to stage 4.

- 7) **STAGE FOUR** - If the complainant is still unhappy after stage 3, they can appeal against the decision. The matter will be referred to an ***independent enquiry panel***. The ***independent enquiry panel*** will be appointed by the board of directors. The complainant has the right to appear before the ***appeals panel***. The panel will make a recommendation to the board and the decision of the full board following this recommendation is final.

#### **Notes**

- 1) At all stages, the complainant has the right to be represented by a person of their choice, whose role must be made known to River Bourne Community Farm in advance
- 2) Should the complaint involve misconduct by a volunteer or employee, then the disciplinary procedure may be started at any stage. Should this procedure begin, then the complaints procedure will wait for the outcome of the disciplinary proceedings.