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Abbey Physic Community Garden

Policy agreed	Jan 2021
Date of next review	Jan 2023
Signed: Agreed by Trustees January 2021	

Compliments, Complaints and Concerns Policy

Introduction

This policy explains how to give us feedback – whether it’s a concern, a complaint, a compliment about something we have done well or just a comment - and how we will respond to your feedback. It’s great to have members telling us what they think about the garden and all feedback is helpful. Your comments can provide us with new ideas about what we do in the garden or highlight things that have gone really well and complaints and concerns provide valuable information to help us improve how we support our members, partners and the wider public.

A separate document sets out the procedures that staff and trustees should follow to address complaints and concerns as quickly as possible.

Our commitment

APCG is committed to providing the best possible services and support for our members, their families and representatives. Feedback of all kinds helps us to improve what we do. We will make every effort to let people know how important their feedback is to us, whether they are happy or unhappy with their experience at APCG.

We want to ensure that:

- it is as easy as possible for people to raise a concern or make a complaint
- we make every reasonable effort to make the feedback arrangements accessible, irrespective of the different abilities that people have
- we respond quickly and politely to the feedback we get
- we treat concerns and complaints seriously and investigate them fairly and objectively
- concerns and complaints are handled sensitively, only telling those who need to know in order to resolve the issue
- we learn from comments and use the feedback to improve what we do
- we respond in the right way. For example we apologise where things have gone wrong, thank people who have taken the time to compliment us or provide an explanation or information

- we always try to respond positively and effectively to concerns and complaints, putting right any shortcomings that are within our control to resolve the issues satisfactorily and speedily
- we keep records of all complaints so we can review any trends over time
- making a complaint will not affect the service and support that we give to the person raising the matter.



Comments, Concerns and Complaints

A comment is something about our services or support that you would like to tell us about. It might be something we have done well or a suggestion about what we could do differently.

A concern is something you have a question about or which has caused you to worry. You may be looking for information or reassurance about the matter.

A complaint is something you are not satisfied with which may have happened to you or other people – it might be about actions that have been taken or a lack of action or about a member not following the way we expect people to behave.

Unfortunately we can only address complaints about things that are about the Physic Garden, its staff, trustees and members.

How to provide feedback to us

If you want to provide feedback to us, then it would be helpful to have a brief description of the issue:

- tell us whether you are making a comment, expressing a concern or making a complaint
- what happened
- when and where it happened
- who was involved
- what you want us to do with your feedback
- your name, address and how you would prefer to be contacted (e.g. telephone and/or email).

You can give us the details by speaking to the Garden Manager (Suzanne), or to our Gardening Project Worker (Tom) if she is not around. They will discuss the matter with you

and try to resolve it informally. Please tell them if you would like someone to help you discuss the matter and they will try to find someone to assist you. You can also provide the information to us in writing. There are forms to help you to do this (see Appendix).

If the complaint is about a member of staff and you would prefer to talk to someone else then you can contact either the Chair of Trustees (Helen Carr chair.abbeyphysic@gmail.com) or the Company Secretary.

How we will respond to comments

It's lovely to have comments on the way we work, whether it's ideas about new things or improvements we could make or feedback about things that have gone really well. Any new ideas or compliments will be discussed in the next member's meeting to get other people's views about how we take the comments forward. If you raise a concern or make a complaint there is a specific process which is described below.

How we will respond to concerns and complaints

Step 1. Listening. If you have raised a concern or complaint by telling a member of staff, we will write down the details. Then we will check with you that we have understood the issue that you have raised. If you have sent a complaint in writing or filled in a form then we will confirm that we have received your feedback within a week. If you have made a comment we will look into your suggestions and tell you what we will do with them.

Step 2. Resolving the issues. The aim is to investigate your concern or complaint properly and give you a reply within ten working days. This will explain how we propose to deal with the issues. If the matter needs more time then we will give you an initial response, explain the reasons for the delay, what we are going to do and when we expect the investigation to be finished. We may need to speak to you about the concern/complaint if we need to get some further details

Step 3. Ask for a review. If at the end of Step 2 you are not satisfied with our response then you can make an appeal by writing to the Chair/Company Secretary, setting out the reasons why you are still unhappy. The Trustees will try to undertake a review within 30 days and will decide if there are any further things that could be done to resolve the situation. Our policy is to have just one stage of review so the Trustees' decision will be the end of the process. However, if you are still unhappy about the response you have been given then you can refer the complaint to the Charity Commission.

Step 4. Learning and improving. Every concern or complaint is an opportunity for APCG to learn and improve. After each concern or complaint staff and trustees will take time to identify what we have learned and agree any actions for wider application. This will help us prevent similar issues from occurring in the future and improve the way we support members and the wider public



Abbey Physic Community Garden



Please give us your comments

Please give this form to Suzanne or Tom or leave in an envelope for one of the Trustees

My name

Today's date

My comment or suggestion

A compliment that I would like to share

Please tell us how you would like us to contact you:

Telephone

Email

Address



Abbey Physic Community Garden



A form for your concerns and complaints

Please give this form to Suzanne or Tom or leave in an envelope for one of the Trustees

My name

Today's date

Please tell us if this is a concern or a complaint and briefly what it is about

Tell us what happened

When did this happen

How did you feel about it?

What do you think should happen next?

Please tell us how you would like us to contact you:

Telephone

Email

Address