Jamie's Farm Complaints Policy

Introduction

At Jamie's Farm, we are committed to working in an open and accountable way that secures trust and respect. We recognise the importance of an effective complaints policy in fostering transparency, fairness, and a culture of continuous improvement. This policy outlines how we handle complaints to ensure they are addressed promptly, openly, and fairly.

Informal Complaints

If you have a concern, we encourage you to initially raise it with your main point of contact within our team at the time it happens. This enables us to respond quickly and effectively to your issue. We will strive to resolve your concern to your satisfaction. If we are unable to do so immediately, please provide the following information:

- Your name and contact details (unless you prefer to remain anonymous).
- The nature of your concern and what you would like us to do about it.
- The circumstances surrounding the concern, including when and where the issue occurred and the details of others who were involved.

We will pass your concern to a member of our Senior Leadership Team for further action.

Formal Complaints

If you wish to make a formal complaint, you can do so by:

- Emailing complaints@jamiesfarm.org.uk with 'Complaint' in the subject line.
- Sending a letter, addressed 'FAO Complaints Team' to Jamie's Farm HQ, Hill House Farm, Ditteridge, Box, SN13 8QA.
- If you are unable to submit your complaint in writing, please phone 01225 743608 and ask to speak to Jake Curtis.

To help us resolve your complaint as quickly and effectively as possible, please include the following details:

- Your name, organisation (if relevant), address, telephone number, and email.
- A detailed description of what happened, including dates, times, locations, and the names of those involved.
- An explanation of why you are dissatisfied.
- What you believe we should do to address your concern.

We will acknowledge receipt of your complaint within 5 working days and begin an investigation. If we need further information or clarification, we will contact you, and if necessary, we will seek specialist advice.

You will receive a response within 28 working days. If we are unable to meet this timeframe, we will send a holding reply advising when we expect to complete the investigation. Our response will explain our findings and any actions we will take, subject to the constraints of the Data Protection Act.

If you are not satisfied with our response, you may appeal the decision by writing to our Chair of Trustees. Contact details for the Chair will be included in our response. Appeals must be submitted within 28 days of our response to your complaint.

Your appeal should specifically explain why you believe our decision was incorrect and provide any additional facts or information to support your case. We will notify you of our decision within 28 days, and this decision will be final.

Other information

Regardless of the outcome of your complaint, we will consider if there is any need for wider action, such as statutory reporting to the Charity Commission, Fundraising Regulator, Health & Safety Executive, other regulators, or the Police. We will also review our policies, procedures, and training to identify any changes that might prevent similar issues in the future.

We do record anonymous complaints and will investigate any available facts. However, please be aware that, as your complaint is anonymous, we will not be able to inform you of the outcome of any investigation. We treat anonymous complaints as valuable feedback and will consider them seriously, but we encourage you to provide your contact details so we can update you on our findings and actions taken.

Complaints about staff behaviour or attitude will be handled by the line manager of the staff member in question, and in accordance with our disciplinary procedure if appropriate. You will not be given details of the action we have taken as such information is confidential.

If your complaint contains abusive or offensive language, then we reserve the right to not respond. We reserve the right to report any such communication to the police.

Your complaint will be treated as confidential, and all communication relating to your complaint will comply with the Data Protection Act.

Contact Details

For general enquiries:

- Tel: 01225 743608
- Email: info@jamiesfarm.org.uk

For fundraising enquiries:

- Tel: 01225 743608
- Email: fundraising@jamiesfarm.org.uk

Version Control - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Co-CEO	April 2026	N/A	Annually