



SURREY DOCKS FARM

COMPLAINTS PROCEDURE

Reviewed by: Gemma Hooper, Farm Manager 18/11/2022
Approved by: Management Committee 06/12/2022

Signed: *G Hooper*



COMPLAINTS PROCEDURE

Surrey Docks Farm strives to offer a fair, high quality service to all our customers, members, partners and other interested stakeholders. We welcome and value your feedback so we can improve the services we provide to you. We take all forms of feedback seriously and use the information to monitor our performance and adapt our services to meet your needs.

We know, however, that things sometimes don't go according to plan. In the unlikely event that you wish to make a complaint against Surrey Docks Farm we will do what we can to address your concerns in a polite and prompt manner. The following procedure is in place to guide us all.

We want to try to sort your complaints out as soon as possible. If you have a problem please talk to a member of staff in the first instance. They may be able to sort things out straight away. If we cannot sort your problem out immediately, we will make a record of your complaint and follow the procedure set out below.

Contact us

You can let us have your feedback in any of the following ways:

- By phone: 0207 231 1010
- By e-mail: manager@surreydocksfarm.org.uk
- By letter: FAO: The Manager, Surrey Docks Farm, Rotherhithe Street, London SE16 5ET

Stage 1

We will acknowledge your complaint within five working days of receiving it and let you know who will be dealing with it. This will usually be the Farm Manager. You should receive a full response within 15 working days. If we cannot provide a response within this time, we will write to you explaining the reasons for the delay and tell you when you can expect a reply.

Stage 2

If you are not satisfied with the response you receive at Stage 1, you should contact us within one month of receiving the reply to your complaint. We will let you know, within five working days, that we have received your complaint and we will ask the Chair of our Management Committee to review your complaint. You should receive a full response from the Chair within 21 working days.

Independent review

Stage 2 is the final stage of our complaints procedure. If you are still not satisfied we will seek external, impartial advice from a mutually agreed source (e.g. Southwark Council or ACAS).