

The Millennium Farm Trust
COMPLAINTS PROCEDURE

Last reviewed April 2017



The Millennium Farm Trust runs Depden Care Farm and aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are getting it right please let us know.

In order to ensure our service remains at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with The Millennium Farm Trust please tell us

- * if you are unhappy about any Millennium Farm Trust service, please speak to the relevant staff member or Tim Freathy, the Director.
- * if you are unhappy with an individual in at Depden Care Farm sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the Director, Tim Freathy or the Chair Andrew Hunter.

You can telephone Tim on	07816 828016
You can telephone Andy on	07739 166880

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Trustees. c/o Andy Hunter, Depden Care Farm, Rookery Farm, Depden, Bury St Edmunds. Suffolk IP29 4BU

Alternatively, you can email the Chair of the Trustees, Andy Hunter at this address: Andy.hunter@buryphysio.co.uk.

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Finally, please also let us know if you are happy with The Millennium Farm Trust's services.

This procedure will be reviewed annually.