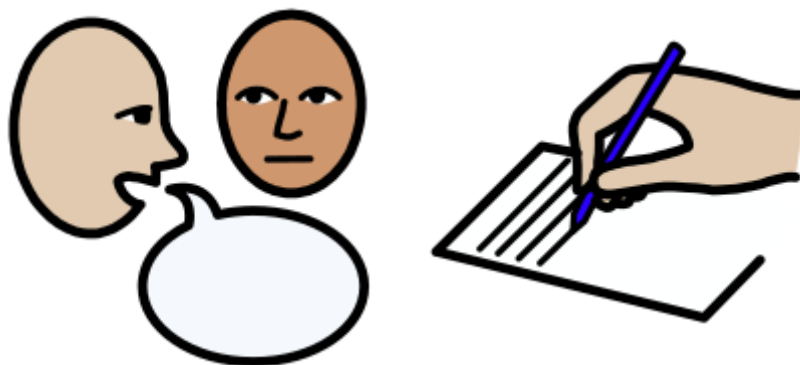


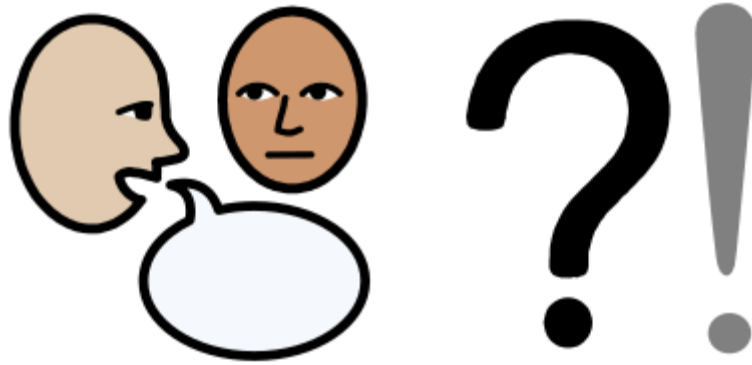
Making a Compliment or a Complaint on the Farm

Rural Care welcomes comments from Co-Farmers, carers and representatives, as knowing your views help us to improve our service and compliments let us know we are getting things right.

If you would like to make a comment about something or someone on the farm please let us know by telling a member of staff or writing your comment down.



If you are not happy with someone or something on the farm, it can help to tell someone what is wrong.



You can make a complaint. It can help to make things better.



There are 5 important things to think about when making a complaint.

WHAT is making me unhappy?

WHAT is wrong?

WHERE did it happen?

WHEN did it happen?

HOW can things be made better?

What do I do if I have a problem with a member
of staff or with another Co-Farmer?



I can talk to:



Ann De Bock
Rural Care
Department Head

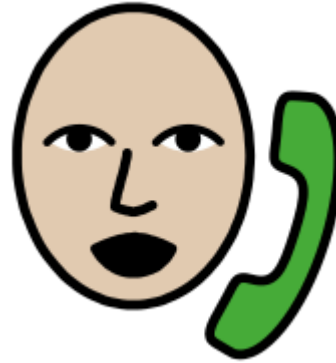


Tom Mist
Church Farm
Deputy Manager



Annie Farrow
Aldenham Country Park
Care Farm Manager

If you find it difficult to talk face to face,
you could telephone a member of staff.



Rural Care
mobile numbers:

Church Farm
07507 890 245

Aldenham Country Park
07788 251 721

How to make a formal complaint

If you feel your complaint is more serious you will need to write it down.

Stage 1:

All complaints must be written down and given to the Rural Care Department Head. If you need help writing down your complaint please ask for help from a carer or friend.



If the complaint is about the Rural Care Department Head, your complaint should be given to Tim Waygood, the Farm Director.

We will let you know we have received your complaint within 2 days.



Stage 2:

You will be invited to a meeting to discuss your complaint.



Further investigation may take place.

Within 10 working days of the meeting, you will be given a decision about your complaint.



If you are not happy with the decision, you can appeal within 5 working days.



Stage 3:

You need to appeal to [Tim Waygood](#), the Farm Director and you will be invited to a further meeting.



Church Farm,
Ardeley, Stevenage,
Herts,
SG2 7AH

timwaygood@btconnect.com

or phone 01438 861 447

After the appeal meeting you will be informed of the decision about your appeal. This decision is final.

Stage 4: Contact Hertfordshire County Council

If you are unhappy with the outcome of your appeal you can always contact:

Hertfordshire County Council

Complaints Team

CHO118, County Hall

Pegs Lane

Hertford

Hertfordshire

SG13 8DF

Telephone :01992 556 685/ 0300123 4042

For adults: acs.complaints@hertfordshire.gov.uk

For children: cs.complaints@hertfordshire.gov.uk

This is a shortened version of the procedure to make it easier for Co-Farmers to understand. If you would like the long version please ask a member of staff.

Sometimes it may feel scary or hard to complain.



But you have a right to have your say!!

Everyone will do their best to help fix the problem in confidence.



Revision History		
Date	Details	Author
May 2014	Formatting changes; use of new headed paper; addition of new staff to document	Zara Babakordi
April 2015	Added complaints details HCS/ photo's new staff	Ann De Bock
May 2016	Reviewed	Ann De Bock
Sept 2019	Adjusted to apply to CFA and ACP, showing managers only	Aimee & Rozelle
May 2020	Adjusted to remove manager who is no longer working at ACP.	Annie Farrow
March 2021	Added photo for new care farm manager for ACP, changed titles of managers to Farm Director, Rural Care Department Head and Care Farm Managers.	Annie Farrow
June 2021	Reviewed	Ann De Bock
July 2022	Replaced Rozelle with Tom Mist	Aimee Lauezzari
September 2022	Updated layout and added widget symbols Updated email addresses for complaints to HCC	Annie Farrow