



Policies

Purpose: The Patchworking Garden Project has a suite of policies to ensure safe and effective working in the charity. This policy is about what to do if you have a complaint about the project.

Complaints

1. The Patchworking Garden Project aims to provide a high-quality environment which meet your needs. Although this is our aim, there may be occasions where issues arise.

2. In order to ensure our project continues to deliver a valuable service we are keen to encourage feedback from all who attend. However there may be occasion when you have a particular issue that you wish to raise for which the procedure below should be followed:-

- * if you are unhappy about anything in the Garden please speak to the Garden Host.
- * if you are unhappy with an individual in the Patchworking Garden sometimes it is best to tell him or her directly although we should all be mindful of the ethos of non-confrontation within the garden and it may be better to discuss your issues with the Host of the day initially. They will be able to discuss with you the most appropriate resolution of the issue. If you feel this is difficult or inappropriate then speak to the Project Leader.

Often we will be able to give you a response straight away. When the matter is more complicated the garden hosts/Project Leader will review the issues with the appropriate individuals and will aim to give you at least an initial response within five working days.

3. If you are not satisfied with the response or wish to raise the matter more formally, please contact the Chair of Trustees: isobel.gowan@btinternet.com

Formal complaints will be logged. You will receive an acknowledgement within five working days of the issue being made official.

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.

If after we have responded you are not satisfied, please tell us and the Chair will report the matter to the next Trustee meeting, who will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with Patchworking Garden Project's services!