



If things go wrong...

Love's Farm House is a registered charity and as such is a non-profit making organisation. We have a small number of paid staff with the majority of the day to day tasks of the running of the centre being carried out by a board of Trustees and volunteers who give up their time freely to help run the centre for the benefit of the whole community.

All of our hardworking staff and volunteers aspire for Love's Farm House to be a place of connection, cohesion and belonging, where neighbours become friends, residents become a community and everyone can be part of the story.

Our Policy

As a valued hirer or visitor to Love's Farm House we hope to provide you with a service that you will be happy to recommend to others. We will do our best to ensure that any and all interaction with the Trustees of the Loves Farm House charity and all of the staff and volunteers involved is always honest, professional and courteous.

What if things go wrong?

Occasionally, despite our best intentions, we do understand that things can go wrong. If you feel that you are not happy with anything at Love's Farm House we would ask that you immediately raise this with the Chair of the Trustees. In the event of the concern relating to the Chair of the Trustees, please raise this with the Secretary of the Trustees - see contact details below

It is helpful to have your complaint in writing (letter or email) wherever possible but you may also contact us by telephone or visiting if that is more convenient.

To ensure impartiality and objectivity, your complaint will be investigated by a Trustee who has not been directly involved with the issue being raised.

What happens next?

Once we have received your complaint we will acknowledge it in writing within 3 days, setting out clearly the issue that we understand you require us to investigate, and will at that time advise you of the date when we expect to be able to respond in full. This date will normally be not later than 14 days from when we received your complaint.

What if I am still not satisfied with the outcome?

If you are dissatisfied with our handling of your complaint and would like us to review the way we have dealt with it, we offer you the right to request that the matter be put before the Board of Trustees to review the response to your complaint. If you wish us to do so, please ask us in writing. We will then advise you of the outcome of that review within 40 days. If you still feel that that matter has not been resolved satisfactorily, you have the option of contacting the Charities Commission, which has the overall job of ensuring the smooth running of charities in England and Wales. Telephone contact number: 0844 248 2658. Address: Charity Commission First Contact, PO Box 1227, Liverpool L69 3UG.

Love's Farm House
17 Kester Way
Love's Farm
St Neots
Cambridgeshire
PE19 6SL

Tel: 01480 262626
chair@lovesfarmhouse.co.uk
secretary@lovesfarmhouse.co.uk