

## The Mount Camphill Community

### Complaints Procedure

This procedure document refers mainly to complaints regarding students and co-housers at The Mount as this is our main purpose. However the principles of this procedure also apply to other complaints to the Mount in regards to its business including such activities as Fundraising or marketing.

Everyone involved with the students and co-housers at The Mount Camphill Community carries the primary concern for their welfare. Co-workers and staff within the community are aware that families, friends, carers, social workers, advocates etc. are vitally concerned in the young people's lives. For this reason we wish to create an environment of open discussion, where students or co-housers and their representatives feel that improvements can be suggested, and difficulties can be resolved as promptly as possible for the benefit of all concerned.

We shall always take views expressed seriously, and hope that in most cases complaints can be resolved quickly and amicably through discussion. We undertake to listen, investigate fully, and offer a solution and/or apology where appropriate.

The first step in any complaint will usually be an informal conversation with the relevant house coordinator or tutor. If this is not appropriate, another co-worker, college tutor or personal tutor will be happy to discuss the issue. If resolution cannot be found in this way, then a formal complaint should be initiated. The procedure for doing so is set out below.

Anyone needing to raise a concern or make a complaint will be given impartial support at every stage.

### **Procedure for making a formal complaint**

For complaints in connection with students or co-housers, initially a written complaint should be made to both or the relevant coordinator:

- Sara Garland – Coordinator for education ([sara.garland@mountcamphill.org](mailto:sara.garland@mountcamphill.org))
- Sabine Hope – Coordinator for care ([sabine.hope@mountcamphill.org](mailto:sabine.hope@mountcamphill.org))
- Or by letter to: The Mount Camphill Community, Faircrouch Lane, Wadhurst, East Sussex, TN5 6PT

This will be acknowledged in writing and a date, time and venue offered to meet and discuss the issue further. We will investigate your concerns fully internally in advance of the meeting. Following the meeting we will write to all parties outlining what we understand to have been agreed.

If we have been unable to resolve the problem a further meeting will be offered. After this meeting we shall again write confirming what has been agreed.

For complaints unrelated to student or Co-housers (for example in respect of Fundraising or marketing matters) please contact the office manager Glen Farmer ([glen.farmer@mountcamphill.org](mailto:glen.farmer@mountcamphill.org)) Or write to us at:

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The Mount Camphill Community, Faircrouch Lane, Wadhurst, East Sussex, TN5 6PT.

Your complaint will be acknowledged in writing and we will notify you of the likely timescale of our further response. We will investigate your concerns thoroughly and fairly. If we are unable to meet the initially stated timescale for reply we will keep you informed and explain the reasons for the time taken.

For all complaint reasons if the complainant feels a problem still remains, they should write to the chairperson of our Board of Trustees:  
Mr Peter Bateson (Chair of trustees), c/o The Mount Camphill Community,  
Faircrouch Lane, Wadhurst, East Sussex, TN5 6PT

He will respond in writing, following consultation with other members of the Board and undertaking a further investigation if necessary. A written record of the findings will be made and circulated to all parties.

In the unlikely event that none of the above steps provides an adequate solution to the problem, or if the complainant does not want to follow this procedure, the matter can be referred to our Registration Bodies, or other organisations as follows:

#### **Education issues:**

**Ofsted** – 0300 1234 234 or [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

#### **Education Funding Agency (EFA) :**

EFA Institutions – Complaints,  
Providers, Standards and Intervention,  
Earlsdon Park, 55 Butts Road, CV1 3BH

#### **Residential issues:**

**Care Quality Commission** – 03000 616161 or [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Or via the student's social worker or care manager.

In all situations any student or co-houser concerned will be involved as much as deemed appropriate, bearing in mind and supporting their understanding of the situation, whilst avoiding unnecessary anxiety. An ongoing complaint will in no way affect our care of the student or co-houser while it is in progress.

#### **Fundraising issues:**

**The Fundraising Regulator** – write to  
Fundraising Regulator  
2nd Floor CAN Mezzanine Building  
49-51 East Road,  
London N1 6AH

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If you need advice, or if you're unable to make a complaint in writing, you can also contact them on 0300 999 3407

#### **Criminal Matters**

Where it is alleged that a serious criminal offence has occurred, the matter should be referred directly to the police by the person/advocate making the complaint. The Mount would, however, appreciate direct notification from the complainant if at all possible.

#### **Recording of Complaints**

All complaints made in writing are recorded in the Complaints Log (maintained by the Coordinators), and declared to auditors and registration bodies along with details of our response.