

Addiscombe Woodside & Shirley Leisure Gardens Ltd

Complaints Policy / Procedure

This Policy has been introduced to protect the interest of all plot-holders and the Management Committee.

Values and Principles

The Committee believes:

- Everyone has a right to complain, complaints should be taken seriously, and no complainant should be bullied or put at a disadvantage because of making a complaint.
- Complaints should be dealt with fairly and openly with due regard to confidentiality
- All individuals are responsible for the own behaviour and wellbeing whilst on the site.
- Where disputes occur between plot-holders or between plot-holder's and Committee members, the Committee recognises their responsibility to resolve the dispute if it cannot be mutually resolved between the different parties, and if appropriate, the Ground Steward.

1. **Verbal Complaints:** Will be recognised as informal and therefore will not be investigated by the Committee.

2. **Formal Complaints:**

2.1 Should be made in writing either by letter or email to the Secretary. Written complaints should have the Full Name of Complainant, Plot Number, and current contact details.

2.2 All complaints will be recorded. An acknowledgement of the complaint will be sent within one week.

2.3 The complaint will be firstly sent to the Chairperson who with one other Officer of the Committee will decide if the complaint should be investigated or more evidence is needed, if it appears that an investigation is not warranted the reasons for this will be communicated to the Complainant in writing. If the complaint indicates a criminal offence may have been committed the complainant will be referred to the police and the complaint will be deferred until the police investigation is concluded. The Complainant will be informed of this.

2.4 The Chairperson will appoint two Officers of the Committee to investigate the complaint if it is a complaint from a plot-holder about another plot-holder. All Committee members will be informed of the complaint.

2.5 If the complaint is against a member of the Committee the Chairperson shall appoint an independent panel from established reliant and discerning plot holders plus 1 Officer of the Committee to investigate the complaint. If appropriate, the Committee Member will be asked to stand down from the Committee until the investigation is completed. All Committee members will be informed of the complaint.

2.6 In the case where the complaint is against the Chairperson the Vice Chairperson will seek an external Investigation Officer from a member of CFAGS (Croydon Federation of Allotment and Garden Societies) to investigate the complaint with themselves and one other Committee Officer.

2.7 In the case where the complaint is from an External Organisation or individual the complaint will be dealt with as per 2.2 to 2.6

2.8 All complaint investigations will focus on obtaining relevant facts. These could include:

- Interviews with relevant individuals
- Review of any correspondence
- Written Statements of Incident from all involved
- Inspections of plots or equipment
- Reference to AWSLG Regulation/ Tenancy Agreement

- CCTV Evidence.

Records of interviews and any action taken will be documented including time and date.

2.9 On completion of the Investigation recommendations of action will be provided in a written report, this should be dated and signed and sent to the Chairperson or in the instance of a complaint against the Chairperson to the Vice Chair.

3.0 The Chairperson or Vice Chair will inform the Committee of the receipt of the report and recommendations made.

The Complainant and those indicated in the complaint will be informed of the Investigation outcome in writing within 7 days of Committee approval.

Appeal.

If the Complainant or those involved believes the outcome/ recommendations are unfair they may appeal against the decision within 14 days stating the reasons why. Appeals will only be considered on the basis of additional significant evidence or incorrect procedure during the investigation or decision process.

AWSLG Executive Committee

Date Approved: 3rd August 2022

Signed.....J Tapping

Associated Policies: Equality and Diversity Policy, Code of Conduct, Tenancy Agreement and Regulations