



COMPLAINTS POLICY AND PROCEDURE

This policy advises you of how to make a complaint to Rye Amenity CIC.

This is the policy that we will follow if your complaint is about someone's conduct or behaviour. This could be because you think that someone has behaved in a way that is unprofessional, discriminatory, offensive or intimidating. It may be because you believe that someone has broken important rules or policies.

Values & Principles

You have the right to complain: we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

Equality: you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

Fairness: we believe that complaints should be dealt with fairly and openly.

Confidentiality: we treat complaints as confidentially as possible. Sometimes we may have to discuss a complaint with another organisation.

Procedure

We hope that most issues that arise on or about the allotment sites can be resolved through informal discussion to the satisfaction of all parties. The following complaints procedure exists for the infrequent occasions when this has not been able to take place.

Stage 1: Informal Discussion

The complainant should discuss the matter with a director, who should reply either verbally or in writing within 7 days. If the complainant is not satisfied with the reply, they should put the matter in writing to the directors within 14 days, stating the reasons why the decision requires further discussion.

Stage 2: Board Meeting

The directors will discuss the matter at their next meeting, or within 28 days of the letter, whichever is sooner, and the decision of the board will be communicated in writing to the complainant within 7 days of the meeting. If the complaint directly relates to a member of the board they should not be present during the discussions relating to the matter.

Stage 3: Appeal

If the complainant believes that the decision of the board requires further consideration, they may appeal against the decision. They must state their reasons why they believe the decision should be reviewed, in writing within 14 days of the board's decision letter. An officer of the company, the complainant, and if the complaint is against another tenant, that tenant, will meet with an independent appeals adjudicator. The independent appeals adjudicator will be someone who is appointed only to deal with complaints under this procedure, they will not be an allotment holder or have any dealings with the company (other than having been appointed to hear the appeal). The independent adjudicator will decide if the correct procedures have been followed and adhered to. They will hear each party present their case (or alternatively consider written submissions), they will scrutinise any evidence and then make a final decision in private. S/he will then communicate their decision to all parties concerned within 7 days of the meeting. The decision of the independent adjudicator will be final.

Possible outcomes or results of a complaint

Below is a list of the most likely possible outcomes for complaints but this list should not be considered exhaustive.

- A change in arrangements for particular activities;
- An explanation or apology;
- An agreement to communicate or act differently in the future;
- Formal disciplinary action being taken against a member of staff;
- Notice to a tenant to quit their allotment, where the complaint is against a tenant; or
- Closure of the complaint without action.

The Board will review this policy regularly as required.

Adopted by the Board of Directors in November 2013.

Review Date:	Amendments Made:
June 2015	No
April 2017	Minor