



## **COMPLAINTS AND DISCIPLINARY POLICY & PROCEDURES**

Rosedale Road and Bull Meadow Allotment Association (hereafter referred as The Association) hopes that nobody wants to make a complaint or that we need to take disciplinary action, but we have a process outlined below for you to follow to make sure you and complaints are dealt with fairly.

### **COMPLAINTS**

Informal - complaints are usually made first by speaking to one of the site managers or committee members and often they can deal with the problem informally.

Formal - where a person wants to make a more formal complaint to The Association, or the site manager/committee member feels that this would be more appropriate, a written formal complaint should be sent to the Secretary. However if this is with regard to the Secretary then the complaint should be sent to the Chairman.

The complaints process may be modified at The Association's discretion to fit the circumstances of an individual case. Any proposed modification of the procedures set out below will be explained and discussed with you before the process begins.

You may use someone to help you in dealing with the complaints process if you feel unable to do so by yourself.

### **Your Complaint (Stage One)**

(a) A complaint must be received as soon as possible after the event or the issue being complained about has occurred. Complaints received more than 1 month after the event will not be admitted except where evidence of exceptional circumstances, such as an extended period of ill-health, is provided

(b) Your complaint should be in writing (email is acceptable) giving the following information

(i) Your name with postal address, telephone number and e-mail address if available.

(ii) Full details of the matter you are complaining about. It is important to set out all the details with names, dates, places, etc., so that someone who knows nothing about the issue can easily grasp the problem and understand your complaint. Where relevant list a sequence of events and dates and include sketches and/or photos and measurements relevant to your complaint. Give the names and contact details of any witnesses who are prepared to provide evidence relating to the event/issue. Explain exactly how the event/issue is causing you a problem and what you would like to be done about it.

(c) If neither you nor whoever is helping you are able write the complaint down, the person or persons considering the complaint may send you a summary of the account you have given to them verbally to check that they understand it correctly, and may contact you for further information.

(d) When the complaint is received by The Association you will be told in writing who will consider your complaint and approximately when you may expect to hear the result of that consideration.

(e) When the person or persons considering the complaint has made a decision, they will tell you in writing of that decision.

### **A Review (Stage Two)**

(a) If you are dissatisfied with the Stage 1 decision about your complaint you may ask The Association to review it. Such a request must be in writing (if you are unable to write your request yourself please arrange for someone to do so for you). You should give reasons for the request, and it must be made within two weeks of you being informed of The Association's Stage One decision, unless you have provided evidence of exceptional circumstances preventing you from meeting the deadline. The society may turn down a request for a review if you don't have anything new or material to add to your original complaint.

(b) You will be told who will review the Stage One decision and approximately when you may expect to hear the result of that review. The person or persons conducting the review will not have been involved in considering your complaint previously.

### **DISCIPLINARY**

Discipline on site and when representing the society - if you break the rules on your agreement, or receive a complaint against you the committee reserve the right to go through the disciplinary procedure. If the tenant feels they have a grievance with The Association they have a right to have the matter dealt with in a reasonable manner. Each case will be dealt with on its own merits.

If the complaint against the tenant is upheld a variety of interventions will be used

1. Verbal warning
2. Written warning – with a clear expectation and review period
3. Discussion meeting - the tenant and the committee should be given the opportunity to talk things through
4. Formal disciplinary committee meeting
5. Appeal committee
6. Eviction

The tenant should be informed of allegations against them, including evidence which should be provided in advance of the meeting. The tenant should have right to appeal.

The disciplinary committee should consist of three committee members; the chair would normally be the Chairman, unless a conflict of interest is declared. The appeal committee should consist of two members of the committee (different to the first committee where possible) and chaired by the Chairman. Where the tenant wishes the chair to be another committee member this is acceptable.

Depending upon the seriousness of the problem\*, one or more stages of intervention could be bypassed. The tenant will be informed of which stages if any have been bypassed. In the case of eviction, the tenant should be given up to 1 month to remove all items, unless otherwise decided by the committee and arrangement for supervised collection made.

Note: \*Immediate Eviction will occur if an act of gross misconduct (e.g. theft, fraud, violence) occurs. In addition, the appropriate authorities will be notified where necessary.

Policy Date: February 2023

Review Date: January 2024

Approved by:

A handwritten signature in black ink, appearing to read 'A Klecha', with a long horizontal flourish extending to the right.

Andrew Klecha

Chair of, and on behalf of, Rosedale Road and Bull Meadow Allotment Association

Date: February 2023