

ROEHAMPTON GARDEN SOCIETY

COMPLAINTS PROCEDURE

to be read in conjunction with "RGS Behaviour Policy"

It is always helpful to know what an individual believes went wrong and what should be done to put it right. RGS operate a complaints procedure to ensure complaints are dealt with impartially, objectively and professionally. The objective is always to resolve matters as quickly as possible.

1 If you have a complaint about fellow plot holders, a resident in a neighbouring house or your Site Secretary, Site Manager or other Committee Member, you should try and speak to them yourself to sort out the problem. If you don't see them send a message for them to rgs.sw15@gmail.com (or a letter to the address below) and we will pass the message on to them.

2 If you feel you are unable to do this, have tried and failed or if the complaint concerns a more general aspect of the allotments then please follow these procedures:

a Write a letter to the Chair, either by email to rgs.sw15@gmail.com or post a letter to the address below. Your letter should give full details of the nature of the complaint and describe what you have done yourself (if anything) to try to settle the matter. You should also describe what resolution you would like to see.

b The Chair will acknowledge your complaint within 48 hours of receipt. Then the Chair will review the situation and try to resolve it within 10 days. This may involve seeking information from all sides (if other individuals are involved) and from the appropriate Site Secretary, or other pertinent individuals.

c If the matter cannot be resolved within 10 days then the Chair will convene a Hearing Meeting, within three weeks of the initial complaint. A sub-committee, comprised of three committee members with no conflict of interests plus the Site Manager, will invite all parties (who may each bring a supporter/witness) to the Hearing at an agreed time and place. If the complainant/s choose not to be present at the Hearing it will go ahead in their absence.

d The decision reached at that Hearing will be given in writing to all parties within 24 hours. The RGS will seek to settle a case to best satisfaction all round. Where this is not possible further steps will be considered and decided upon by the sub-committee. These further steps may go to the full committee or include the termination of the tenancy of one or more of the complainants.

3 Any tenant may appeal against the decision of the sub-committee to the Head of Parks, Enable Leisure and Culture. This must be done in writing, with full details, within three weeks of the hearing. Decisions made by the Head of Parks are binding.

NOTE: Complainants who, by the unreasonably frequent or vexatious nature of their complaints, hinder the work of the RGS, will have all further contact on the complaint or complaints withdrawn. This decision, which shall be made by Enable Leisure and Culture, will be communicated to the complainant by email or letter.

Examples of such complaints include (but are not limited to):

- Refusing to co-operate with the complaints procedure while still wishing for the complaint to be resolved;
- Refusing to accept that issues raised are not within the remit of the RGS;
- Insisting that the complaint is dealt with in ways incompatible with the Complaints Procedure;
- Repeatedly arguing a point that has already been determined by the complaints process.

All correspondence regarding complaints should be sent to rgs.sw15@gmail.com or by post to The Chair, Roehampton Garden Society, The Pleasance, London SW15 5HF