

ROEHAMPTON GARDEN SOCIETY

COMPLAINTS PROCEDURE FOR ALLOTMENT TENANTS

If you have a complaint about another plot holder, resident of a house next to your allotment, a Site Secretary, Site Manager or other Committee Member, **you should firstly attempt to speak to them yourself** to resolve the problem. If you are unable to contact them please send a message for them to rgs.sw15@gmail.com or post a letter to 162 Dover House Road SW15 5AR and the message will be forwarded.

1. If you are unable to deal with the problem yourself or you have tried without success or if the complaint concerns a more general aspect of the allotments you should write to the Chair of the RGS at the above address.
2. Your letter should contain your name, the details of the complaint, the action you have taken to resolve the problem and the outcome you want.
3. The Chair will acknowledge the letter as soon as possible, will talk to others as necessary and try to resolve the problem within two weeks. This may involve taking statements and writing a report containing the alleged facts both from you (the complainant) and by the other person (the complainee). If both parties accept the alleged facts this will become the agreed facts. This will enable all concerned to concentrate on the remaining matters in dispute.
4. If the dispute cannot be resolved within two weeks the Chair will write to both parties notifying them (a Notice of No Resolution) that a Hearing will take place preferably in person within twenty eight days from the letter giving a date and time. (Please refer to the Hearings section of the document entitled APPEALS and HEARING PROCEDURE on the RGS website at: <http://www.roehamptonallotments.co.uk/>).

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