

 

**COMPLAINTS POLICY FOR ALLOTMENT TENANTS**

The aim of the policy is to settle disputes as amicably and quickly as possible. You may use someone to help you (friend or relative) in dealing with the complaints process if you feel unable to do so by yourself.

**Stage 1**

If you have a complaint about another plot holder or a committee member, you must attempt to speak to them yourself to resolve the problem. If you are unable to contact them, please email byngroadallotments@gmail.com or drop a letter in the letterbox in the noticeboard on the main entrance and the committee will arrange a meeting for you.

**Stage 2: Mediation**

If you have tried to sort the problem without success, please email byngroadallotments@gmail.com or drop a letter into our letterbox in our notice board in the main entrance.

Your email/letter must be in writing and contain the following information:

1. Your name and contact details (postal address, telephone number and e-mail). If you wish to have a relative, friend or family member to help you, please provide their details too. There can only be one relative, friend or family member present during mediation.
2. The action you have taken to resolve this problem.
3. Full details of the complaint. It is important to include dates, witnesses and their contact details and the tenant/s is involved. If the tenant/s is a committee member you can request an independent committee member to deal with the complaint. Where relevant, include sketches, photographs, videos and measurements.
4. The outcome you would like.

The Chair will acknowledge the complaint and arrange a committee member to mediate between the parties. The intention is to resolve the complaint within 2 to 6 weeks and may involve taking statements and photographs and writing a report.

If the committee member resolves the matter to the satisfaction of both parties, this will be confirmed by email to all concerned.

**Stage 3: Committee**

If the dispute cannot be resolved with a mediator, it will be referred to the entire committee for a resolution. The committee’s decision will be final and both parties will receive a decision within four weeks from the chair of the Committee.

**Appeal: Barnet Allotment Federation’s (BAF) Review Service**

If the complaint is still not resolved, the Chair will write to both parties notifying them and may refer the matter to the Barnet Allotment Federation’s Review Service. The Federation has no power to investigate or intervene on behalf of individuals.

The review service functions solely to provide an independent opinion on an unresolved complaint or dispute. The service is intended to assist the parties involved to come to a mutually acceptable conclusion.