This procedure is in place and operated by Layton Permanent Allotment Association (the Association) to ensure that any complaint(s) received by the Association are dealt with fairly and promptly.

It is hoped that most issues that arise on the allotment site 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.

Anyone who has a complaint is encouraged to raise it initially at the point of, or as close to the point of, becoming aware of it as possible.

Complaints submitted anonymously will be considered if there is enough information in the complaint to enable the Association to make further enquiries. If, however, an anonymous complaint does not provide enough information to enable us to take further action, the Association may decide not to pursue it further. However, the Association may give consideration to the issues raised, and will record the complaint so that corrective action can be taken as and if appropriate.

Complaints originating from outside the Layton Permanent Allotment community will follow this same procedure, but the process may need slight modification, to suit the complainants situation.

**Stage 1 : Informal discussion**

The tenant should discuss the matter with an Association committee member.

The role of the committee member will be to provide a ‘sounding board’ which should allow the tenant to make a decision if complaint progression is the only option. The committee member will not ‘take sides’, and their role is not to agree/disagree with the tenant but perhaps offer alternate solution(s).

If after this informal discussion the tenant remains dissatisfied, then they should put the complaint in writing to the Secretary of the Allotment committee, stating the reasons why the complaint requires further action.

**Stage 2 : Complaints Committee**

The Allotment committee will discuss the complaint at their next committee meeting, or within 28 days of receipt the letter, whichever is sooner.

The outcome of the Complaints Committee, with the reasons for their decision, will be communicated in writing to the tenant within 7 days of the meeting.

NB

* If the complaint directly relates to a member(s) of the committee, then the committee member(s) should *not* be present during discussions relating to the complaint.
* Two members of the committee (an elected officer – Chairperson, treasurer or Site Representative - and an ordinary committee member) should not be involved in stage 2, as they may be required to participate in stage 3, the appeals process.

**Stage 3 : Appeals committee**

If the tenant believes that the Committee’s decision is unconstitutional, they may appeal against the decision. They must state their reasons why they believe the decision was unconstitutional in writing within 14 days of the Committee’s decision letter.

The appeals committee should meet within 7 days of receipt of the appeals letter from the tenant.

The appeals committee will consist of:-

* An elected officer of the committee
* An ordinary member of the committee
* A person independent of the Association e.g. an elected officer of another allotment, council employee (employed within the Parks Development Department), or an elected officer of a community organisation.

The appeals committee will meet with the tenant, who raised the complaint, and a member of the Complaints Committee

They will decide if the correct procedures have been followed and the Allotment Tenancy Agreement, Allotment Site Rules and Allotment Constitution adhered to.

They will hear each party present their case, and scrutinise any evidence, and then make their final decision in private, ensuring that the Allotment Tenancy Agreement, Allotment Site Rules and Allotment Constitution have been adhered to in a fair manner.

They will communicate their decision to all parties concerned within 7 days of the meeting.

Their decision is final.