

Littlewicks Allotment Association (LAA)

COMPLAINTS PROCEDURE FOR ALLOTMENT TENANTS

If you have a complaint about another plot holder, or any Official or 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 chair.littlewicks@gmail.com 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 LAA at the above email 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 three 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 three 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.

HEARING PROCEDURE

1. The Chair of LAA (or deputy) will convene the hearing.
2. The hearing will take place no later than 28 days after the date of the Notice of No Resolution
3. The hearing will be heard by: (a) the LAA Chair (if the LAA Chair has a conflict of interest, a deputy with no conflict of interest will be appointed); (b) a sub-committee of two appropriate committee members ("the Panel"), with no conflict of interest; (c) the LAA Secretary.
4. Within 48 hours of the date of the Notice of No Resolution, the Complainant will be: (a) invited by email and hard copy to bring no more than one supporter and/or witness; (b) provided with a copy of the Hearing Procedure; and (c) informed that if they fail to attend, the hearing will proceed in their absence.
5. In a hearing arising from the Complaints Procedure, the Chair of the Panel will circulate a copy of the "Agreed Facts" to the Panel and the Complainant/Complainee ("the Parties"). In every case, details of all communications with and between the Parties will also be circulated to the Panel.
6. The LAA Chair or deputy will chair the meeting.

7. The Complainant will present their case. The case for the Complainee will then be presented by the LAA Secretary (even if the Secretary is the Complainee in the matter).
8. There will follow a discussion with a question and answer session. All attendees at the hearing, except the Chair and the Panel, will then leave the hearing.
9. The Panel will vote (the matter will be decided by a simple majority).
10. If the Panel cannot agree, the Chair of the meeting will have a casting vote.
11. The decision of the Panel ("the Decision") will be communicated to the Parties by email and hard copy no later than 48 hours after the hearing.