



# Baldock Allotment and Leisure Gardeners Association

## Complaints Procedure

Baldock Allotment and Leisure Gardeners Association is committed to handling any complaint from a member in a proper fashion, and this procedure defined how it will be done.

### 1 Receipt of a Complaint

A member who has a complaint about any aspect of the operation of BALGA must address that complaint to a Committee Member. If the committee member is able to deal with the complaint to the satisfaction of the member, the Committee member will report the complaint and the action taken to the Site Representative of the site involved or to the Chairman if it is not a site matter. The matter will be reported at the next General Committee meeting, and recorded in the minutes.

If the complaint cannot be resolved by the committee member, it will be passed to the Site Representative. If necessary the Site Representative will pass it to the Executive Committee for resolution.

### 2 Escalation of the Complaint

If the member is not satisfied by the decision of the Executive Committee, he or she must put the complaint in writing to the Chairman, and explain why the resolution of the Executive Committee is considered unacceptable. The matter will be discussed by the General Committee, and their decision will be final.

### 2 Application of this Procedure, and Time Frame

If the matter is referred to the Executive Committee, their decision will be made within one month of the complaint first being referred to them. If the matter is escalated to the General Committee, it will be decided at the next meeting after the complaint is received in writing.

If the complaint relates to a termination notice for non-cultivation or other breach of the Tenancy Agreement, and is received in writing, the decision will be made within 28 days of the date that the complaint is received.

Signed ..... Chairman

Date.....