



# **Baldock Allotment and Leisure Gardeners' Association**

## **Complaints Procedure**

Baldock Allotment and Leisure Gardeners' Association is committed to seeking to resolve any complaint from a member in a full and fair manner, and this procedure defines how it will be carried out.

### **1 Receipt and informal resolution of a complaint**

A member who has a complaint about an aspect of the operation of BALGA or the actions of another BALGA Member should address that complaint to a Committee Member in the first instance. A list of current committee members can be found at <https://balga-online.co.uk/our-team/>

- If the Committee Member is able to resolve the matter, they will report the complaint and its resolution to the Site Representative of the site involved, or to the Chairman if it is not a site matter. The complaint and its resolution 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, who will seek to resolve the matter. The complaint and its resolution will be reported at the next General Committee meeting, and recorded in the minutes.
- If the Site Representative is unable to resolve the matter, they will pass the complaint and the attempts to resolve the matter, to the Executive Committee for review and resolution.
- Exception: if the complaint relates to a termination notice for non-cultivation or other breach of the Tenancy Agreement, this should be received in writing, addressed to the General Secretary, and will be reviewed by the Executive Committee. A decision will be made within one month of the date that the complaint is received and this will be communicated in writing. This decision is final.

### **2 BALGA Committee formal review and resolution**

If the Executive Committee receive details of an unresolved complaint from a site representative as described above, they will review the complaint at the earliest opportunity. A decision will be communicated in writing within one month of the complaint being referred to them.

- If the member is not satisfied with the decision of the Executive Committee, they should put their complaint in writing to the Chairman, with explanation of why they feel the proposed resolution of the Executive Committee is unacceptable to them.
- The matter will then be discussed at the next scheduled meeting of the General Committee, with a view to fully resolving the matter. The decision of the General Committee will be final and will be communicated in writing.

### 3. Confidentiality

- A confidential written record will be kept of each complaint received, the action taken and the resolution achieved. Each record will be retained in accordance with the BALGA Data Protection Policy.
- For any complaint that relates to a specified individual, a confidential version of the minutes will be kept after discussion of the complaint at any Committee Meeting. These will be retained in accordance with the BALGA Data Protection Policy.

Signed ..... Chairman

Date.....