



## **COMPLAINTS and APPEALS PROCEDURE**

A complaint is any expression of dissatisfaction about the actions or omissions of Rotherham Allotment Alliance, any of the Allotment Societies managing an Allotment site or dissatisfaction against another allotment tenant or member of the RAA. Complaints require a response.

The aims and objectives of the RAA are that complaints about allotment matters should be dealt with:

- Impartially
- Objectively
- Expeditiously
- Complainants will be treated with respect and will not receive adverse treatment because they have made a complaint

### **Our complaints policy:**

We are committed to providing a high-quality service and environment to all our members. When something goes wrong, we need you to tell us about it.

This will help us to improve our standards. If you have a complaint please contact us with full details. See form below, copies can be obtained from your Allotment Society (self-managed sites) or direct from RAA (directly managed sites should email [admin@rotherhamallotments.org.uk](mailto:admin@rotherhamallotments.org.uk))

### **The process**

- We strive to handle any complaints quickly and satisfactorily
- We will review the process where initial decision/outcome does not meet your expectations

### **Our procedure and making a complaint**

- Our preference is for complaints to be made in writing using the RAA standard complaint form and submitted by letter or email.
- However, complaints made in person or by telephone may also be accepted.
- Day to day issues on Society managed sites should be reported in the first instance to the Society representative for attention. If the matter is not resolved a formal complaint could then be considered.

### **What will happen next?**

Complaints received will be categorised as follows:

- Complaints relating to on site issues may be referred to the society responsible for the site in question – who will then deal with the complaint.
- Complaints about a society or RAA will be investigated by the RAA.
- Any complaint concerning the Chair of the RAA will be forwarded to the RMBC Cabinet Board Member for attention.
- All complaints will be investigated using the following criteria:
  - You will receive acknowledgement of your complaint within 15 working days by either letter or email;

- Each Society should agree at its AGM the panel for dealing with complaints.
- The RAA will agree a panel of Board members to deal with each complaint. This panel will consist of either the Secretary, Treasurer or Vice-chair of the RAA along with two other Directors (these will be selected to ensure impartiality and equality taking into account site location of the complainant, nature of the complaint and any other relevant details).
- The complainant may be invited to a meeting (either in person or via zoom) to determine the full facts and answer questions of the panel).
- The outcome of the investigation will be given in writing, by either letter or email within 30 working days.
- If the outcome is less than expected the complainant will be referred to our appeals process.

### **Appeals Process**

If a complainant is dissatisfied with the outcome of the investigation into the original complaint an appeal can be lodged. The following details this process:

- If the original complaint has been dealt with by the Allotment Society the appeal should be lodged in the first instance with the Society. You must detail the reasons that you disagree with the outcome of the initial investigation and request that the matter be further considered.
- An appeal lodged with a Society can be dealt with directly by the Society reconsidering the original outcome with a different panel of committee members. If no resolution can be found by the Society the matter can be referred to the RAA.
- If an appeal is referred to the RAA all the original complaint information and investigation results must be passed to the RAA utilizing the 'complaints form'.
- The appeal will be then considered by the RAA (as detailed above).
- If an appeal is to be made to a decision made by the RAA in the first instance the appeal should be lodged with Chair of the RAA Board of Directors – [admin@rotherhamallotments.org.uk](mailto:admin@rotherhamallotments.org.uk)
- The Chair will form a panel of two Directors, not involved in the first complaint, who will again be selected to ensure impartiality and equality, to consider the appeal.
- The decision of this panel of RAA Directors will be final.



### Handling Complaints about Allotment Issues Complaints Form

Your Allotment Site \_\_\_\_\_

Your Plot Number \_\_\_\_\_

First name \_\_\_\_\_

Surname \_\_\_\_\_

Full Address \_\_\_\_\_

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Postcode \_\_\_\_\_

Home telephone number \_\_\_\_\_

Mobile telephone number \_\_\_\_\_

Email address \_\_\_\_\_

Please give full details of your complaint \_\_\_\_\_

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Date \_\_\_\_\_

Your signature \_\_\_\_\_

Please submit this form by either:

Post to - RAA, PO Box 819, Rotherham S60 9NR

Email to - [admin@rotherhamallotments.org.uk](mailto:admin@rotherhamallotments.org.uk)