

**ALLOTMENTS – COMPLAINTS PROCEDURE**

1. Introduction

This procedure provides for a fair and consistent method of dealing with complaints involving tenants of the Council’s allotments.

1. Authority to deal with complaints

All complaints shall be dealt with by the Council’s Allotments Committee

3. Complaints in writing

All complaints, whatever the cause or reason, shall be put in writing and delivered to the Clerk to the Parish Council.

4. Initial investigation

4.1 All parties involved in any complaint shall be given a copy of the complaint and shall have an opportunity to reply, in writing, which must be delivered to the Clerk to the Parish Council.

* 1. In the event that the complaint remains unresolved, then the circumstances of the complaint shall be reported, by the Clerk, to the next meeting of the Allotments Committee who will arrange a special meeting, to which the parties will be invited to attend, to listen to the parties and to deliver a decision.

1. Representation
   1. Each party is entitled to be accompanied by a friend or relative.
   2. Legal representation will not be allowed at this stage.

6. Procedure at the hearing

6.1 Each party will be invited, separately, to make a presentation of their side of the matter and to answer questions from members of the Allotments Committee.

6.2 In the event that there is conflicting evidence, the parties may be recalled to the meeting to clarify any issues.

7. Adjudication

At the end of the presentations, questions and clarifications, the parties will be asked to withdraw and will be given the option either to wait for the decision of the Committee or to receive the decision in writing as soon as possible.

1. Consideration and decision of the Committee

The Allotments Committee shall consider all the evidence, in private, before coming to a decision. This decision shall be communicated to the relevant parties either by recall to the meeting (to be confirmed in writing later) or by letter as soon as possible thereafter.

9. Appeals

In the event of an appeal by any party against the decision of the Allotments Committee, the matter shall be reported to the next meeting of the Parish Council to decide on further action.

27/6/12