

KAA Revised complaints policy

The 2016 AGM agreed that the Association should have a written complaints policy. At the 2017 AGM comments were received which would be included by the Committee and shared with members before being finalised at the 2018 AGM.

REVISED COMPLAINTS POLICY

- 1 Our hope is that plot holders will not have cause to make complaints but this policy is designed to ensure that if a complaint does occur then we have a clear way to resolve matters.
- 2 The definition of a complaint we are using for this policy is any expression of dissatisfaction about the actions or omissions of the Association or its members that requires a response.
- 3 If a member indicates they need support to make a complaint and wish to use someone to represent them, this is acceptable.
- 4 If the Association considers the subject matter of the complaint is not for the association to deal with, the complainant should be told in writing at the earliest opportunity. Examples would include matters which lie with the Association's landlord, or neighbours.
- 5 Complaints should be made within three months of the issue complained about occurring. In exceptional circumstances a complaint outwith this timescale may be accepted.
- 6 If a complaint raises serious or complex issues that the Committee considers we do not have the resources or expertise to investigate, we will seek the help and advice of the Allotments Officer.
- 7 Complaints should be made in writing or by email to the Committee Secretary, who will acknowledge receipt.
- 8 The expectation is that complainants would identify themselves but if an anonymous complaint is received the Committee may decide to investigate.
- 9 The President and Committee Secretary will initially review the complaint and appoint a Committee member to investigate.
- 10 The person appointed to investigate the complaint will establish and carry out a proportionate investigation. The expectation is the members will cooperate with the investigator.
- 11 This proportionate approach means the investigator may try to resolve the issue informally.
- 12 The investigator will be responsible for sharing the complaint with the member complained about, meeting each party to hear their views and enabling both parties to make any written submissions;
- 13 Where the investigator proposes such a meeting, it is desirable that the members involved attend. They will have the option to be accompanied. The investigator will keep a written record of the meeting which will be shared with those present at the meeting.
- 14 Where a member does not cooperate with the investigator's approach to investigate the complaint the Committee will decide on what action is required.
- 15 The investigator will report back to the Committee with a proposed resolution to the complaint including any action proposed, for consideration and agreement, and this will then be shared with both parties, in writing.
- 16 If the complainant is dissatisfied with the response to the complaint, the Association's procedure should allow the complainant to seek a further review of that response. To do so the complainant should contact the Committee in writing, outlining their concerns, within a time scale to be indicated in the initial response, requesting a review. The complainant should receive a rapid written acknowledgment of the receipt of this request.
- 17 The Committee should make arrangements to review the initial response and send its written decision (by letter or email) within 20 working days of receipt of the request for a review.

18 The Committee may decide not to modify the initial response for good reason including because:

- The complainant has not provided any new evidence;
- The points raised by the complainant were considered in the initial investigation; or
- The points raised by the complainant would not lead to a change in the outcome of that investigation.

19 For a period of 3 years from the date of a final decision by a association on a complaint, the following records should be kept (and destroyed on expiry of that period):

- Copies of any correspondence from the complainant including the original complaint and any Stage Two review request
- Contact details of the complainant
- Details of the investigation of the complaint
- Stage One and Two responses
- Decisions not to investigate or to cease investigating a complaint for any reason
- Any lessons learned from complaint investigations.

Amended following comments at 2017 AGM. AMD Sept. 2018