

Pointalls & District Allotments Society Ltd

Handling Complaints about Allotment Issues

What is a complaint?

A complaint is any expression of dissatisfaction about the actions or omissions of Pointalls or its members that requires a response

Our objectives

At Pointalls our aims 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 the Trading Shed or email secretary@pointalls.org.

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 our Pointalls standard complaint form and submitted by letter or email
- However, complaints made in person or by telephone may also be accepted

What will happen next?

- Where we agree to investigate a complaint we will appoint someone to investigate
- We will send you a letter acknowledging receipt of your complaint within 15 working days; provide contact details and a copy of our complaints handling procedure
- We will then investigate your complaint
- You may be invited to a meeting to discuss and hopefully resolve the complaint
- We will respond in writing within 30 working days
- If the outcome is less than expected you will be referred to our appeals process

Pointalls Allotments Society
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Complaints form

Your plot number _____

First name _____

Surname _____

Full Address _____

Postcode _____

Home telephone number _____

Mobile telephone number _____

Email address _____

Please give full details of your complaint _____

Date _____

Your signature _____

Please submit this form by either: post, email, letter drop at trading shed or hand to a committee member.