



Pointalls Allotments Limited

Registered Office: 215A Squires Lane, Finchley, London N3 2QS

Registered in England no. 10537944

**Handling Complaints about Allotment Issues
Procedures**

Our objectives

The overall aims of Pointalls Allotments Limited, London Borough of Barnet and Barnet Allotment Federation are that complaints about allotment matters should be dealt with:

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

What is a complaint?

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

Our complaints policy

We are committed to providing a high quality service and environment to all our members'. When something goes wrong we need members' to tell us about it. This will help us to improve our standards.

If you (member) have a complaint please contact us with full details.

The process

- We strive to handle any complaints quickly and satisfactorily
- We will review the process where initial decision/outcome did not meet complainant's expectations
- Where there is an issue of impartiality under question we can refer to an independent person to review



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Our procedure

- Our preference is for complaints to be made in writing using our Pointalls standard complaint form and submitted by email to: secretary@pointalls.org or by letter.
- However, complaints made in person or by telephone may also be accepted, in which case a summary of the complaint will be sent in writing to the complainant for comment or agreement before the investigation is started. This is to provide a clear record of the individual's concerns so that relevant enquiries can be made
- If a person needs support to make a complaint and wishes to use someone to represent them, this is permitted provided that the person affected by the matter complained about has given their genuine consent
- Pointalls may however refuse to communicate with a person claiming to act as a representative if we consider the person affected is unable to give such consent or there is an apparent conflict of interest
- Pointalls may consider the subject matter of the complaint is not for the company to deal with and the complainant will be informed in writing at the earliest opportunity (see section *What will happen next?*)
- Complaints will not be considered if the complaint is made more than 6 months after the event or decision complained about. Exceptions to the strict application of this rule will only be considered for reasons such as illness or other personal circumstances that have prevented the individual from complaining earlier
- At any stage of the complaints process Pointalls may decide to end its involvement in the investigation of a complaint on the grounds of the complainant's unreasonable behaviour such as deliberately repetitious, disruptive, abusive or offensive conduct.
- Pointalls reserve the right not to investigate a complaint if it considers there is no or insufficient evidence that the complainant has been significantly affected by the matter complained about. Any such decision shall be communicated to the complainant with reasons



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What will happen next?

Stage One Investigation and Response

- Where we agree to investigate a complaint we will appoint a person or persons to investigate and respond
- We will send you a letter acknowledging receipt of your complaint within 15 working days; provide contact details and a copy of our (this document) complaints handling procedure
- We will then investigate your complaint and the person appointed to investigate the complaint will carry out a proportionate investigation and respond to the complainant in writing (by letter or email) within 30 working days of receipt of the complaint
- During this process the person appointed may invite you to a meeting to discuss and hopefully resolve the complaint
- Within three days of the meeting we will write to confirm what took place and any solutions agreed with you
- If you do not want a meeting or it is not possible we will respond to your complaint as points one, two, three above

Stage Two Investigation and Response

- At this stage, if you are not satisfied, you should contact us again and we will arrange a review of our response
- To do so the complainant should contact us in writing, within 15 working days of our initial response, requesting a review
- We will write to you within 15 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons
- We may turn down a review request for a number of reasons which include:
 - New evidence not provided
 - All points raised by complainant were considered in the stage one investigation
 - The points raised by the complainant would not lead to a change in the outcome of the investigation



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Our governance and duty of care includes:

Record Keeping

For a period of 3 years from the date of a final complaint decision by the company, the following records will be kept:

- 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 complaint investigation
- Stage One and Two responses
- Decisions not to investigate or to cease investigating a complaint for any reason including the grounds of unreasonable complainant behaviour
- Any lessons learned from complaint investigations
- Records will be destroyed on expiry of a period of 3 years

Information Sharing

Pointalls Allotments Limited is legally obliged to comply with current data protection obligations both in relation to the General Data Protection Regulations 2018 and the terms of the company's lease from the London Borough of Barnet. Any communication of information between Pointalls Allotments Limited and other parties must be compliant with the General Data Protection Regulations 2018 and other relevant law such as the law on disclosure of confidential information. Where personal data is being shared the consent of the complainant or other relevant person will normally be obtained in writing.

(vers 4 2020)