

Concern and Complaint Procedure

Introduction

This procedure does not relate to termination of allotment tenancies. This is a matter for the Landlord and is therefore a Manchester City Council concern and not part of this procedure.

We expect that most matters of concern or complaint will be resolved informally between neighbours, allotmenters and officers of the committee without invoking any part of this procedure.

We hope you won't ever be made to feel upset or uneasy whilst you're at your allotment, but we want to make sure that, if you have concerns, they will be dealt with. The focus from the Association will be on informal resolution; the first stage of the procedure will enable this.

You are, of course, entitled to bypass stage 1 of this procedure and go straight to stage 2 by making a formal complaint directly to the overseer and landlord, Manchester City Council.

Stage 1: Informal

If you are unhappy about any aspect of the way the site is managed, or if you have a complaint about the way you have been treated, please write to the Chair with your concerns. We may seek clarification from you about your concerns.

The Chair, in consultation with the Secretary, will respond to you within 14 working days, setting out how your concern will be progressed. Every effort will be made to resolve the matter as informally as possible. If you require a written response to the resolution of your concern, please request this.

If the concern or complaint cannot be resolved to your satisfaction then you may complain formally to the City Council using their established procedures – see Stage 2 below.

Stage 2: Formal

If the situation is not resolved, you can make a formal complaint to Manchester City Council. You need to do this using their formal complaints procedure at <http://www.manchester.gov.uk>