COMPLAINTS AND APPEALS PROCEDURE – ALLOTMENTS

We hope that you won’t ever be made to feel upset or annoyed whilst you’re at your allotment, but we want to make sure that, if you do need to raise concerns about anything, it will be dealt with it properly.  
We have a process for you to follow to make sure that every complaint is dealt with fairly, and sorted out as quickly as possible.

For most complaints we will follow a staged procedure, although this depends on whether you’re on a society-managed site or a non-society site.  
What’s the difference?  
• If you pay your rent to a Society Committee you are tenanted on a society  
allotment.  
• If you pay your rent directly to the Council then you are tenanted by the council.  
For the complaints and appeals procedure for council managed allotments.  
If your plot is on a site that has no Society then the process for complaints  
must be dealt with through Manchester City Council’s complaints procedure:-  
Please contact them online at http://www.manchester.gov.uk/complaints  
Or by phone on 0161 234 5004  
For the complaints and appeals procedure for society managed allotments.

Stage 1:  
If you are unhappy about any aspect of the way the site is being managed, or if you have a complaint about the way you have been treated, please contact in writing the secretary of the society with full details of the complaint.

The society will then respond to you within 10 working days, setting out how your complaint will be investigated. You’ll also be given the name of the person undertaking the investigation and how long it’s likely to take.

After the investigation, the committee will discuss the matter at their next committee meeting, and will then write to you with their decision and their reasons for it, within 10 working days of the meeting or they’ll explain why it might take longer.

If the complaint relates directly to a member of the committee, that person will not be involved in the process.

Stage 2:  
If you’re unhappy with the committee’s decision or proposed action you can appeal to AMAS (The Association of Manchester Allotment Societies). Information in regards to contact details of AMAS secretary will be available from your society secretary.

You must tell them why you feel the decision is unfair, in writing, within 10 working days of the Committee’s decision letter. AMAS will, in turn, respond within 10 working days setting out how they intend to review your complaint, and will tell you who is undertaking that review.

An officer from the relevant society, the person making the complaint and if the complaint is against another tenant, that tenant will be asked to meet with AMAS. AMAS will only get involved if the correct procedures have been followed and the site rules and constitution adhered to. However, if the complaint relates directly to a member of AMAS committee, that person will not be involved in any discussions about the matter.

AMAS will hear each party present their case, will scrutinise any evidence, and make their final decision in committee. They will write to all parties, giving their decision within 10 working days of the meeting or tell you why it might take longer.

Stage 3:  
If the situation is still not resolved and you wish to appeal against the decision of the society and the outcome of the AMAS appeal, you can get in touch with Manchester City Council and ask them to review the matter. You need to do this using their formal complaints procedure.