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GRESTY STREET COMMUNITY ALLOTMENTS ASSOCIATION

Complaints, Grievance and Objection Procedure

1. Making the complaint

If any Plot holder wishes to raise a Complaint, Grievance or Objection.

They must first send the below information to gsca.association@gmail.com this will be picked up by the association secretary and will only be passed on to committee members that are not involved with the complaint. If the complaint is about the secretary of the association this complaint must go to the president of the association whose email is passed to all plot holders when they are elected at the AGM.

1. Date and time of the incident if applicable
2. Full description of detail around the Complaint, Grievance or Objection
3. A recommendation of how the Complaint, Grievance or Objection could be resolved

2. Association management committee process

Once the Complaint, Grievance or Objection has been received either the association secretary or president will form a sub-committee from the Association Management Committee (AMC) of three people. Once the sub-committee is in place, they will have thirty days to resolve the complaint unless the sub-committee requests additional time from the AMC.

Once the subcommittee has completed the investigation, they will make a recommendation to the AMC and they will vote on the recommendation. If any person on the AMC is involved in the Complaint, Grievance or Objection they will be excluded from the process to ensure