



Dunton Community Garden Group

Registered charity no. 1113186

## **DUNTON COMMUNITY GARDEN GROUP**

### **Comments, Compliments and Complaints Policy**

#### **Policy Statement**

Dunton Community Garden Group (DCGG) believes that people encountering the group should be encouraged to comment, compliment or complain about any aspect in order to continuously improve the Group's working; and to investigate and remedy any failing.

#### **Scope of policy**

All people visiting the garden, attending events or receiving correspondence.

#### **Purpose of this policy**

It is the aim of DCGG to ensure that visitors are aware of the comments, compliments and complaints procedure; that the garden co-ordinator and committee are aware of their responsibilities

#### **Elements of the policy**

The procedure will be on display at all events.  
All correspondence will have a contact number.

#### **Procedure**

Complaints should be made immediately, preferably to the person responsible.  
All written comments, compliments and complaints will be logged. The exception to this is that those on survey forms will only be logged if they need to be dealt with formally.  
For complaints, a written acknowledgement will be sent if contact details are left.  
For complaints, a written reply will be sent within ten working days. If a reply is not possible in that time, a statement of activities being undertaken will be sent.

Complaints of a sensitive nature should be made to the Garden Co-ordinator, the Chair, or the Vice-Chair as appropriate.

Comments and compliments may be used in publicity materials and funding bids. They may be displayed both at the garden and on selected websites.

#### **Responsibilities**

It is the responsibility of the garden co-ordinator to ensure that  
the procedure and contact number are on display at events;  
volunteers and staff are aware of the procedure;  
that a record book is kept up to date in the office.

It is the responsibility of volunteers and staff to help people visiting the garden, attending events or receiving correspondence who wish to make comments, compliments or complaints.

#### **Monitoring**

The log will be examined at each committee meeting

**Adopted March 2010**