



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.

Responsibilities

Jenny – please write this bit

Monitoring

The log will be examined at each committee meeting

Adopted September 2008