



## **Dunton Community Garden Complaints Policy**

If for any reason you are unhappy with any of Dunton Community Garden services, the following tells you what you can do to help Dunton Community Garden improve its service to you.

### **Not satisfied?**

Talk with or write to the person responsible for providing the service, so that your problem may be dealt with immediately.

### **Still not happy?**

Put your complaint in writing to a Trustee or, if your complaint is against that person, then address it to the Chair of the Trustees.

### **What will happen next?**

In normal circumstances you will receive a written reply within 10 working days of receipt of your complaint.

### **Still not satisfied?**

Write to the Secretary and ask that the matter be placed on the agenda for the next meeting of the Board of Trustees. Such a request will, in normal circumstances, be acknowledged within 5 working days of receipt.

### **What happens then?**

The Board of Trustees at its next meeting will discuss the complaint and will then reply to you within 5 working days of the meeting. The decision of the Board of Trustees will be final.