

COMPLAINTS AND EVICTION PROCEDURES

There are two main procedures, one is the complaints procedure and the other is the eviction procedure.

The complaints procedure has been well documented, but I will explain the process:

- a) The complaint must be sent to the secretary of the society with copies of any evidence to support the complaint.
- b) If the complaint is directed at any officer or committee member then they are barred from any investigation or meetings referring to the complaint.
- c) The society secretary acknowledges that they have received the complaint then the committee have 14 days to investigate the complaint and make a decision. If the investigation is going to take longer, the secretary must inform the person complaining and give a date when their investigation will be complete.
- d) The committee then meet and discuss the complaint and make a decision.
- e) The decision of the committee is then transmitted to the person who made the complaint.
- f) If the person who made the complaint is not satisfied with the result, the society will pass it to AMAS with all the documentation, it is then passed to AMAS secretary who will appoint a sub committee to investigate and ensure that the society have acted within the correct guidelines and after the investigation will write a report. A copy of their report will be sent to the person complaining and the society.
- g) If the person wishes to take the complaint further then all documentation will be sent to MCC who will start a level 1 complaint procedure.

This procedure has been agreed with MCC and AMAS.

The eviction procedure has no documentation and has never been accepted by MCC although we advise the following procedure.

- a) At the plot inspection it was found that a plot does not comply with MCC cultivation requirement. Dates stamped photos are taken. The secretary of the society write to the tenant and give a 14 day notice to bring the plot back within the guidelines of MCC cultivation requirement.
- b) After this period a further plot inspection is carried out and if the plot still fails then more date stamped photos are taken.
- c) All the information is then passed to the local NEDO to action.

It must be understood that the society cannot lawfully evict a tenant from site.

It must also be understood that a society cannot refuse to collect a tenants rent as a method of eviction.

If a tenant wishes to give up their plot at any of the eviction stages then all processes stop, but should the eviction process go through then the tenants name will end up on the evictions list which may affect their ability to apply for an allotment at a later time