

Redcatch
Community Garden

Complaints Procedure

1. Introduction

We are committed to providing a high-quality offer to all members of our community. If something goes wrong or you are dissatisfied with what we do, please tell us about it.

2. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Redcatch Community Garden.

3. How to Make a Complaint

You can make a complaint in the following ways:

In person: Speak to a member of staff or volunteer at the Garden

By email: Send your complaint to the CEO at redcatchcommunitygarden@outlook.com

By post: Our postal address is:

Redcatch Community Garden
The Pavilion
Redcatch Park
Broadwalk
Knowle
Bristol
BS4 2RD

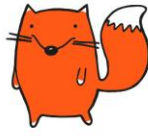
4. Acknowledgement of Complaints

We will acknowledge receipt of your complaint within 3 working days. You will be informed of the next steps and the expected timeframe for a response.

5. Investigation Process

Your complaint will be investigated by the CEO.

The investigation will involve:



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1. Reviewing the details of the complaint
2. Speaking to relevant staff members or volunteers and reviewing any related documentation
3. Gathering additional information if necessary

6. Resolution and Response

We aim to resolve complaints within 15 working days. You will receive a written response detailing the outcome of the investigation and any actions taken.

All complaints will be reported to the Board of Directors.

7. Escalation Process

If you are not satisfied with the response, you can escalate the complaint to the Board of Directors. Email redcatchcommunitygarden@outlook.com, FAO The Board of Directors

If you remain dissatisfied, you may contact an independent body such as the Local Government Ombudsman.

8. Confidentiality

All complaints will be handled confidentially, and your personal information will be protected in accordance with our data protection policy.

9. Monitoring and Review

We will record all complaints and monitor them to identify any trends or areas for improvement. This procedure will be reviewed annually to ensure it remains effective.