

# Growing Ability

## Complaints Procedure

1. The underlying principle of this procedure is that all individuals are entitled to equal and fair treatment as set out in the Equal Opportunities Policy and recognition that everyone involved in Growing Ability signs up to the project's Ground Rules.
2. This procedure applies to garden volunteers, support volunteers, staff and third party complaints specifically about Growing Ability. Third party complaints about wider issues affecting the Triangle Community Garden will be immediately referred to the Chair of the Core Group.
3. Where possible, any concern or issue should be raised with the relevant or appropriate member of staff by the individual concerned, or his/her representative.
4. In most cases the member of staff will be able to resolve the situation and a note will be made of the outcome in the individual's file. The project manager will be advised and reference made to the issue in the monthly report to the Core Group.
5. Where this is not possible and in all cases where the Growing Ability Ground Rules have been breached, the project manager will be brought in as soon as possible, and will take over responsibility for investigating the issue. The outcome will be noted on individual's file, and reference included in the monthly report to the Core Group.
6. In the unlikely event that the matter cannot be resolved by the project manager or that the complaint involves the project manager, then it will be referred to the Chair of the Core Group and ultimately to ACS for a stage 2 investigation (ie to be dealt with by an officer with no operational responsibility).
7. At all stages the complaint will be dealt with sensitively and as quickly as possible; and confidentiality will be maintained.
8. Both the complainant and the other party/ies involved are entitled to be supported by an advocate at any / all stages of the process if they wish.

**John Cliff**  
**Project Manager**