

## Resolving Disputes

Greening Wingrove aims to provide its members and service users with the best possible service. However, we recognise that from time to time there may be occasions when there are conflicts between Members of Greening Wingrove, users or providers of GW facilities or services, volunteers, or other members of the public, and we will seek to resolve these as soon as possible.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible.

There are four stages to our Resolving Disputes procedure:

### 1) Informal complaint.

In the first instance we would expect you to raise any complaint directly with the GW member concerned, if you feel safe and comfortable doing so. A note of the complaint, who made it, and how it was resolved, should be made by the GW member and emailed to [hello@greeningwingrove.org.uk](mailto:hello@greeningwingrove.org.uk).

### 2) Formal complaint and mediation

If informal communication has not resolved the problem, you should complain in person to any Greening Wingrove Board member or via email ([hello@greeningwingrove.org.uk](mailto:hello@greeningwingrove.org.uk)), setting out the issue and what informal communication there has been on the subject so far.

GW will acknowledge the receipt of the complaint within ten working days. If the complaint is about the Secretary, the complaint should be addressed to the Chair (marked '*confidential*'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

The Chair, with or without one or more supporting Board members, will speak to all parties involved in the dispute and will attempt to resolve it via mediation. This might involve a minuted meeting between all parties, with the aim of achieving a resolution which all parties are prepared to accept.

If the Chair is the subject of the complaint, the investigation will be conducted by another Board member.

### 3) Formal investigation and decision

If no resolution can be reached via Stage 2, or if the same issues arise again involving the same people, the complainant or the subject of the complaint may complain again, via email or in person to any Board member.

The Board members who investigated the dispute in Stage 2 will investigate the circumstances leading to the complaint and will communicate the results of the investigation to all parties within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the or Chair will agree any necessary further action with the complainant.

### 4) Appeal

The complainant or the subject of the complaint will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Board members, which will not include the Board members previously involved in investigating the complaint.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Chair will keep the Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

If you have a complaint, contact:

The Chair

[hello@greeningwingrove.org.uk](mailto:hello@greeningwingrove.org.uk)

Please also let us know if you are happy with Greening Wingrove's services.