

IDEAS, SUGGESTIONS AND COMPLAINTS

If you have any suggestions to improve the service to tenants or any comments you'd like to make, you can speak informally to your overseer or to any member of the Exec. You can also drop a note in the postbox inside the shop or email them to secretary@wamplots.org.uk. We exist to serve the interests of all tenants and are always interested to hear your views.

You can find all our policies, procedures rules and regulations on line at www.wamplots.org.uk or in the printed tenants' manual held in the shops. WAM is run by its members, for its members, so in theory it ought to reflect the wishes of its members. However, no system is perfect and mistakes will happen. When they do we would like to think any differences could be sorted out quickly and amicably. That is certainly our intention, but this document sets out all the options, from a friendly chat to a formal dispute if really necessary.

In the first instance, speak with your overseer. Their name and number are on the notice boards and they are all approachable, so most problems can be sorted out in a friendly and efficient way.

If that does not solve the problem, refer to the site manager, whose name and number is on the notice board and the web site. You can do this informally when he is on the plot or by phone or, if you wish, formally by letter or email.

If that does not solve the problem, you can formally contact the chair - chair@wamplots.org.uk or you can drop a letter in to the postbox in the site shops.

If, in the end, you are still not satisfied with the response, you can take one of two actions:

Wait until the AGM and bring it up at the annual meeting usually held in September/October - contact the secretary in advance (secretary@wamplots.org.uk) to make sure it is on the agenda.

If it cannot wait that long and it is really serious and urgent then get ten other people to support your point of view and request an extraordinary general meeting (EGM) at any time. To do this you should consult para 5 of the constitution (on the web site at <http://wamplots.org.uk/formdocs.html>) To summarise, a request sent to the secretary in writing should state the formal resolution to be put to the meeting, include the names, addresses and signatures of each member supporting it.