



Leigh-on-Sea Town Council

71-73 Elm Road, Leigh-on-Sea, Essex SS9 1SP - Tel: 01702 716288
council@leighonseatowncouncil.gov.uk www.leighonseatowncouncil.gov.uk



Chairman: Cllr Jill Healey
Vice Chairman: Cllr Vivien Rosier
Town Clerk: Helen Symmons *PSLCC*

ALLOTMENTS MEDIATION PROCEDURE

The Town Clerk on receiving a complaint will attempt to resolve the matter informally.

If this is not possible because of the serious nature or complexity of the complaint, the matter will be considered by an Allotments Mediation Panel. The Town Clerk will send anyone who has a complaint made about them a copy of the letter(s), with the senders name removed (Data Protection Act), and has three weeks to respond to any allegations made.

The Allotments Mediation Panel will comprise of 3 members on the Community & Culture Committee. The Panel will consider the correspondence of all parties and meet with them individually including the Town Clerk. The parties in the complaint may bring with them a representative if they wish. There will be a separate Panel Officer who shall not be the Town Clerk.

The Allotments Mediation Panel will make a decision as follows:

1. No action because the response to the complaints was sufficient to justify what he/she did or said.
2. No action because the complaint was not sufficiently serious to warrant any action.
3. Warning as to future behaviour
4. Final warning as to future behaviour
5. Termination of tenancy.

After the Panel, the decision **MUST** be confirmed in writing within seven working days. The decision of the Allotments Mediation Panel will be final and will be reported to the next meeting of the Community & Culture Committee.

This process is being provided in good faith and all parties will be treated fairly. The process will be reasonable, accessible and transparent. The identity of a complainant and subject will only be made known to those who need to consider the issue.

No party in the matter will have the right of recourse through the Council's Complaint's Procedure as dissatisfaction of a decision of the Council is not deemed to be a complaint.

AGREEMENT TO MEDIATION PROCEDURE

All parties hereby agree to abide by the decision of the Allotments Mediation Panel. Failure to enter the process or abide by the decision could result in termination of your tenancy

Signed
Dated