

## **CLISSOLD PARK USER GROUP COMPLAINTS POLICY**

### **Scope of this policy**

This policy relates to complaints received about the Clissold Park User Group (CPUG) or any of its elected officers. Complaints about any other issue related to the park including complaints against park staff should be made to Hackney Council.

### **The role of the User Group and its elected officers**

The CPUG is a community group made up entirely of volunteers. We are not employees of the Council or in any way answerable to the Council or to the park management team. As members of the group our rights, duties and responsibilities are exactly the same as those of any other person who uses the park, and we have no powers to enforce park byelaws or any other rules.

In line with our constitution, elected posts, including the post of Chair, are filled by individuals putting themselves forward or being nominated by others and then elected. The elections take place each year at our Annual General Meeting which is held in March and is open to all. Everyone who attends the meeting has a vote.

### **What to do if you have a complaint against the User Group or any of its elected officers**

If you wish to make a complaint, please email the User Group on [info@clissoldpark.com](mailto:info@clissoldpark.com) or write to us care of the Park Manager, Clissold House, Clissold Park.

You will receive an acknowledgement of your complaint within 5 working days of receipt. We will consider whether we need to talk to you and, if we think it would be helpful to us, we will invite you to meet with at least two elected officers to discuss your complaint.

Three elected officers will review your complaint. The Chair will oversee this process. If you have made a complaint against one of the elected officers (including the Chair), that person will be made aware of the complaint and may be asked to provide a written or verbal statement to the officers reviewing the complaint but will not be involved in deciding the outcome.

We will provide a substantive response within twenty working days of receiving your complaint.

Our response to your complaint might include any of the following:

- An explanation of the matters you have complained about
- An apology if something has gone wrong
- An explanation of the steps we will take to prevent a similar issue arising in the future

If you are not happy with the decision we have made you may ask for the handling of the complaint to be reviewed by the User Group's Honorary President.

### **Reporting complaints**

Any complaints that are received will be reported anonymously to the next bi-monthly meeting of the user group and a summary of the complaint and the outcome will be provided.

Clissold Park User Group

Agreed May 2019