

Conflicts Complaints Policy

1. Abbreviations

Throughout the document, the term PUG is used for constituted Park User Group(s) and HPF Harrow Parks Forum.

Throughout the policy document the term ‘volunteer’ is a term used for volunteer of a PUG. (Representatives from another PUG are members of HPF).

2. Aim

This policy defines procedures for handling volunteer conflicts and complaints by a PUG.

3. Objectives

This document provides information on the complaints processes for PUGs. This will enable the PUG not only to deal with a specific problem, and learn from it, but also prevent it from/ avoid it, happening again.

4. Introduction

This policy sets out the procedures PUGs should follow once a complaint has been raised. It provides a means to resolve a dispute or conflict between volunteers of the PUGs.

Complaints may relate to:

- Volunteer complaint
- Volunteer dispute/conflict

A complaint made by member of the public about a volunteer of a park user group, follow the LB Harrow process [Customer services – Harrow Council](#)

5. The procedure

An informal discussion with the PUG committee is the first step in trying to resolve any complaint or dispute.

If this is unsuccessful and the informal process cannot resolve, the formal complaints procedure (as set out in the document below) should be followed.

Any complaint by a volunteer can be made verbally or in writing to the Chair of the PUG. *If the complaint is against the PUG Chair, then it should be made via email where possible, to the LBH Community Engagement Team.

Conflicts Complaints Policy

5.1 Stage 1

- Stage 1 should be completed within 10 working days of receiving the complaint.
- The complainant will be invited by the Chair (Lead) to speak to no less than 2 nominated members of the PUG committee (who are not involved with the complaint) or representatives from another PUG, to discuss their complaint. This can be done in person, by phone or online, whichever is more convenient. A record of the discussion should be made in writing on the Stage 1 Complaints Monitoring Form
- This will endeavour to resolve the matter informally
- If the complaint is made by a member of the committee, then the Chair will seek to invite representatives from another PUG to hear it.
- If the complaint is against the PUG Chair, then the Community Engagement Team will handle the complaint. (see contact details at the end of this policy)
- If the complainant remains dissatisfied, or where it has not been possible to use Stage 1 (for example, if it is not convenient for them to phone or meet online or in person) then refer to Stage 2.
- A written response will be sent to the complainant, and they will be asked to confirm in writing if they accept the resolution.
- If the complainant does not accept the resolution, the complaint moves into Stage 2.

5.2 Stage 2

- The complainant will be asked to put their complaint in writing via email to the Community Engagement Team marked Private and Confidential, providing as much detail of the complaint as possible.
- If the complainant is not able to put their complaint in writing, the PUG Chair or relevant PUG representative will refer the complainant for an interview with the Community Engagement Team or her/his nominee within 10 working days. The role of the Community Engagement Team or nominee at this meeting will be confined to putting the complaint in writing, obtaining the complainant's approval for the contents of this and ask the complainant to sign to indicate that they agree with the contents.
- The complainant may choose to work with a third party at this stage and throughout the process, the Community Engagement Team will then investigate the complaint and attempt to resolve it. The Community Engagement Team may delegate any aspect of the investigation to a nominee and if necessary to a relevant Council department.
- The Community Engagement Team will ensure that all complaints receive a response in writing within 20 working days of the letter/complaint notes being received. This letter will summarise what investigations have been carried out and what action, if any, is proposed to resolve the matter.

Conflicts Complaints Policy

- If a response by letter is unsuitable, the complainant will be offered an interview with the Community Engagement Team to provide the response verbally. This meeting should be held within 20 working days (or as soon as reasonably practicable) as before. A written record of this interview will be kept and signed by the complainant.
- If the complainant is not satisfied at this stage, they should seek independent advice from an organisation such as a Voluntary Action Harrow (VAH), CAB, solicitor, or a friend.
- If no response is received from the complainant within a deadline of 20 days upon receipt of the response from Community Engagement (5.2 Stage 2) the complaint is closed.

6. Recording and monitoring complaints

- All complaints will be recorded on a Monitoring Complaints form and kept filed by the relevant organisation, namely the PUG or LBH or VAH
- This includes complaints which were resolved without being put in writing; and
- All complaints shall be treated in confidence.

7. Names and contact details

Name	Role / Relevant Event	Email
Chair	Park User Group	
TBC	Community Engagement Manager	Community.engagement@harrow.gov.uk

Conflicts Complaints Policy

8. Complaints Monitoring forms

Complainants Form	
This form is to be completed by the complainant prior to Stage 1, shared with the Chair of the PUG/*CE:	
Complaint Reference Number (to be completed, if necessary, at Stage 1)	
Name of complainant	
Telephone number of complainant	
Email address of complainant	
Date when event/incident occurred	

Statement of complaint. Please provide as much information as possible	
What is your desired outcome?	
Complainants signature	

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Conflicts Complaints Policy

STAGE 1 - RECORDING THE COMPLAINT			
This form is to be completed when recording the complaint, either: (1) verbally in the presence of the complainant; or (2) verbally during a telephone conversation with the complainant.			
Complaint Reference Number			
Date complaint received		Time complaint received	
Name of person recording complaint			
Role of person recording complaint			
Name of complainant			
Telephone number of complainant			
Email address of complainant			
Date when event/incident occurred			

Details of the complaint. Please provide as much information as possible	
Confirm: written version has been read back to complainant	
Confirm: process has been explained to the complainant	
Date when you will respond to the complaint	

Complaints Lead name (please print)	
Complaints Lead signature	

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Conflicts Complaints Policy

STAGE 1 - INVESTIGATING THE COMPLAINT	
To be completed within 10 working days of receiving the complaint	
Please record details of investigation	
Has the complaint been resolved to the complainant's satisfaction?	
If yes, has the complainant confirmed this?	
Date of end of Stage 1/End of the complaint	
Complaints Lead name (please print)	
Complaints Lead signature	
STAGE 2	
Date of start of Stage 2	
Confirm written receipt of complaint	
Please record details of activities, with dates	
Confirm that response letter has been sent to complainant	
Date of response letter	
Has the complaint been resolved to the complainant's satisfaction?	
If yes, confirm receipt of written response from complainant	
Date of end of complaint	
Complaints Lead name (please print)	
Complaints Lead signature	