

IDEAS, SUGGESTIONS AND COMPLAINTS

WAM is run by its members, for its members, however, no system is perfect. We welcome any suggestions, feedback, or ideas to improve the service to tenants in general. If you have any complaints or personal concerns, please do bring these to WAM's attention too. You can speak informally to your overseer or to any member of the WAM committee, or if you prefer, you can drop a note in the postbox at the shops at Chesswood and Tarring. Complaints of a serious nature, e.g. abusive or aggressive behaviour, should be brought to the immediate attention of the Chairman – chair@wamplots.org or the Secretary – secretary@wamplots.org. We exist to serve the interests and wellbeing of all tenants and are always interested to hear your points of view.

You can find all our policies, procedures, rules and regulations on the [WAM Website Documents](#) page, or there are hard copies in the tenants' manual held in the allotment shops.

In the first instance, speak with your Overseer. Most problems can be sorted out in a friendly manner. If that does not solve the problem or is not appropriate, you can contact the Site or Area Manager. You can do this informally when they are on site, by phone, or if you wish, formally by letter or email. Their names and contact details can be found on the site notice boards and the [Meet The Team](#) page on the website.

If that does not solve the problem, please contact the Chairman – chair@wamplots.org or the Secretary secretary@wamplots.org. They can be contacted by email, or you can drop a letter in the postbox in the site shops.

If you feel you have a really serious or urgent matter, then with the support of ten other tenants that agree with your point of view, you can request an extraordinary general meeting (EGM) at any time. To do this you should consult paragraph 5 of the WAM Constitution which can be found on the [WAM Website Documents](#) page. A request for an EGM should be sent to the secretary in writing and should state the formal resolution to be put to the meeting. This should also include the names, addresses and signatures of each of the 10 members supporting it.