



Secretary
Worthing Allotment Management Ltd.
53 Bolsover Road
Worthing
BN13 1NR
www.wamplots.org
secretary@wamplots.org

IDEAS, SUGGESTIONS AND COMPLAINTS

WAM is run by its members, for its members, however, no system is perfect. If you have any suggestions or ideas to improve the service to tenants or any general feedback or complaints, you can speak informally to your overseer or to any member of the WAM committee. You can also drop a note in the postbox at the shops at Chesswood and Tarring. 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 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 and efficient way. If that does not solve the problem, you contact to the Site or Area Manager. You can do this informally when they are on the plot, 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, you can formally contact the Chairman – chair@wamplots.org or the Secretary secretary@wamplots.org. The can be contacted by email, by post to the above address 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. Please contact the secretary@wamplots.org in advance to make sure it is on the agenda.

If it cannot wait that long and it is really serious or urgent, 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 include the names, addresses and signatures of each of the 10 members supporting it.