

Geograph Project Ltd
Charity No 1145621

Complaints from Landowners Policy

1. One category of complaints is complaints from landowners. These usually take the form of an objection to one or more photos in our database on grounds such as privacy violation, security concern, or that they were unlawfully taken (e.g. by trespassing).
2. All landowner complaints howsoever arising are to be placed on the OSTicket system and dealt with by trustees. Where a complaint is made via the Image Suggestion system, moderators are required to remove it from there and place it in OSTicket.
3. A minimum of two trustees shall be available at all times to deal with landowner complaints.
4. The OSTicket system is capable of emailing one trustee when a complaint arrives. It is the responsibility of that trustee either to deal with the complaint themselves, or to forward the complaint to the other trustee so that it can be dealt with jointly.
5. Landowner complaints are to be taken seriously and dealt with with patience and courtesy. The complainant is to be kept informed of any action that we take.
6. A balance needs to be struck between Geograph's mission and the interests of landowners. The factors taken into consideration should be documented on OSTicket.
7. The person who submitted a photo to Geograph is always to be consulted if removal of the photo is contemplated, but their opinion is not to be decisive.
8. In relation to other landowner complaints, our main aim is to avoid removing photos unless there is a compelling reason to do so. In the case of persistent complainants, we should try to negotiate a solution falling short of photo removal (e.g. changing titles or descriptions).
9. Where the complaint is that the photo was taken unlawfully, and after due investigation we agree that it was so taken, then the photo will usually be removed from our public database by setting its status to REJECTED. There may however be countervailing factors if the photo was taken more than 15 years ago, or is of exceptional value to our mission and does not involve invasion of anyone's personal privacy.
10. There is also the possibility of "vaulting" an image (i.e. removing it temporarily until such time as some condition is met). Where an image is vaulted, its status should be set to REJECTED and a note added including the word VAULTED and a statement of the condition for reinstatement.
11. Trustees dealing with landowner complaints should bear in mind the possibility that Geograph might be on the receiving end of hostile legal action which we could not afford to engage in. In the rare cases where this possibility is real, the matter should be referred to the Board.

Approved by the Board of Trustees

Signed



Chair
March 2023