

Complaints Procedure – Stoke Damerel Primary School Association



Introduction

This policy sets out the principles for the Complaints Procedures within Stoke Damerel Primary School Association. It is relevant to all within the association and is endorsed by the committee of Stoke Damerel Primary School Association - It will be reviewed yearly or sooner if required to ensure that it remains appropriate to the association and its volunteers needs.

As Committee Members and Trustees of Stoke Damerel PTA, we understand it is our duty to make decisions that are in the best interests of the PTA. We know that where any of us hold a personal or other interest, this may stop us from achieving this duty and acting in the best interest of our PTA so this must be considered.

Applicability

This applies to every member of the Stoke Damerel PTA

The PTA defines a complaint as an expression of dissatisfaction in the PTA's actions or the standard of service provided. Verbal complaints will be requested to be put in writing – Someone on the committee can assist if required

Our PTA takes the following steps to identify and deal with any complaint made against the PTA:

- We make all new committee members aware of this policy
- Complaints should be made in writing to the committee and handed, in the first instance, to the Chairperson. If the complaint is regarding the elected Chairperson, then the complaint may be passed to another elected committee member. The PTA will make the trustees aware of any complaint and will have the option of involvement.
- The committee will discuss any complaint made no later than 28 days of receipt of the written complaint.
- The committee will respond to the complainant, detailing the committee decision made and whether there will be any further discussions or meetings regarding the complaint.
- If a meeting is arranged for the complainant to meet with the committee, the complainant may bring an additional representative with them. The complainant is also required to supply any documentation or evidence that they wish the committee to view at least 7 days prior to the meeting. The committee will work with the complainant to set a mutually agreeable date – but if this proves problematic then the committee will give the complainant at least 7 days' notice of the intended meeting
- At the meeting, the complainant should detail their grounds for complaint. The PTA may ask questions of the complainant. Minutes of the meeting will be taken by the secretary or an agreed nominated member

- Any decision made by the PTA in response to a complaint will be confirmed in writing within 14 with details of any action to be taken

This policy will be reviewed annually by the Stoke Damerel PTA committee prior to the AGM.

