Friends of
Great Rollright
Primary School

Complaints Procedure Policy

Introduction

This policy sets out the principles for the Complaints Procedures within The Friends of Great Rollright School.

It is relevant to all within the association and is endorsed by the committee of The Friends of Great Rollright School

It will be reviewed to ensure that it remains appropriate to the Organisation and its volunteers needs.

As Committee Members and Trustees of (organisation name) 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 will stop us from achieving this duty and acting in the best interest of our PTA.

Applicability

This applies to every member of the The Friends of Great Rollright School

The Charity defines a complaint as an expression of dissatisfaction in the charity's actions or the standard of service provided.

The Friends of Great Rollright School takes the following steps to identify and deal with any complaint made against the charity:

- 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 committee will meet to discuss any complaint made within 30 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 additional representatives with them. The complainant is also required to supply any documentation or evidence that they wish the committee to view at least 10 days prior to the meeting
- At the meeting the complainant should detail their grounds for complaint. The Friends of Great Rollright School may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by the The Friends of Great Rollright School in response to a complaint will be confirmed in writing within 30 with details of any action to be taken

This policy will be reviewed annually by The Friends of Great Rollright School.