

## **Complaints Procedure Policy - The Parents Association of Bournes Green Schools**

### **Introduction**

This policy sets out the principles for the Complaints Procedures within The Parents Association of Bournes Green Schools. It is relevant to all within the PA and is endorsed by the committee of The Parents Association of Bournes Green Schools. It will be reviewed annually to ensure that it remains appropriate to the charity and its volunteers' needs.

As Committee Members and Trustees of The Parents Association of Bournes Green Schools we understand it is our duty to make decisions that are in the best interests of the PA and the children of both Bournes Green Infant and Junior Schools.

### **Applicability**

This applies to every member of the Parents Association of Bournes Green Schools.

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

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

- 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 a Co-Chairperson. If the complaint is regarding the elected Chairperson then the complaint may be passed to another elected committee member such as Treasurer or Secretary.
- Complaints should not be answered by members of the PA on the elected committee's behalf. Members are encouraged to ask the person(s) to put their complaint in writing.
- The elected committee will meet to discuss any complaint made within 14 days of receipt of the written complaint.
- The committee will respond to the complainant, detailing the elected committee's decision 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 elected 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 14 days prior to the meeting.
- At the meeting the complainant should detail their grounds for the complaint and the elected committee may ask questions of the complainant. Minutes of the meeting will be taken and supplied accordingly.
- Any decision made by the elected committee in response to a complaint will be confirmed in writing within 14 days with details of any action to be taken.

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