

Complaints Procedure Policy Bournes Green Junior School Parents' Association

Introduction

This policy sets out the principles for the Complaints Procedures within Bournes Green Junior School Parents' Association. It is relevant to all within the association and is endorsed by the committee of Bournes Green Junior School Parents' Association. It will be reviewed annually in September to ensure that it remains appropriate to the Organisation and its volunteers needs.

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

Applicability

This applies to every member of the Bournes Green Junior School Parents' Association.

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 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 14 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 14 days prior to the meeting.
- At the meeting the complainant should detail their grounds for complaint PA may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by the PA in response to a complaint will be confirmed in writing within 14 days with details of any action to be taken.

This policy will be reviewed annually by the Bournes Green Junior School Parents' Association committee prior to the AGM.

Policy Created - September 2021

Policy Reviewed – September 2021