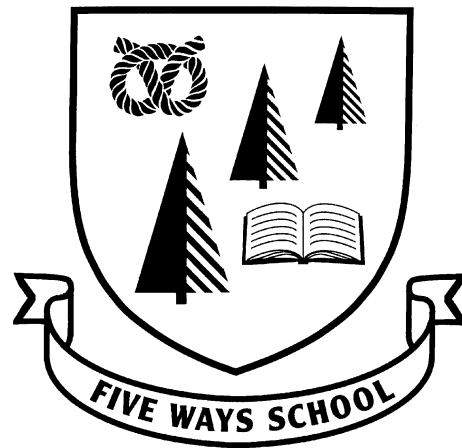


Five Ways Primary School



Complaints Procedure Policy

September 2024



Five Ways Primary School PTFA, Langholm Drive, Heath Hayes, Cannock, Staffordshire, WS12 2EZ

Complaints Procedure Policy

Introduction

This policy sets out the principles for the Complaints Procedures within Five Ways PTFA. It is relevant to all within the association and is endorsed by the committee of Five Ways PTFA. It will be reviewed annually to ensure that it remains appropriate to the Organisation and its volunteers needs.

As Committee Members and Trustees of Five Ways PTFA, we understand it is our duty to make decisions that are in the best interests of the PTFA. 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 PTFA.

Applicability

This applies to every member of Five Ways PTFA. We make all new committee members aware of this policy.

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

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

Complaints should be made in writing to the committee and handed, in the first instance into the main office addressed IMPORTANT, to the Chairperson. If the complaint is regarding the elected Chairperson, then the complaint may be addressed to the Vice Chairperson.

The committee will meet to discuss any complaint made within 7 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 this meeting will be with the chairperson and a school representative. 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 5 days prior to the meeting.

At the meeting the complainant should detail their grounds for complaint, PTFA may ask questions of the complainant. Minutes of the meeting will be taken and distributed to all attendees.

Any decision made by the PTFA in response to a complaint will be confirmed in writing within seven working days with details of any action to be taken.

This policy will be reviewed annually by Five Ways PTFA committee prior to the AGM.

Policy agreed by committee: October 2024.

Sign *Amy Winters* - Chairperson

Review Date: September 2025.



Five Ways Primary School PTFA

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