

Complaints Procedure Policy

Introduction

This policy sets out the principles for the Complaints Procedures within St James & St John PTFA. It is relevant to all within the association and is endorsed by the committee of St James & St John 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 St James & St John PTFA we understand it is our duty to make decisions that are in the best interests of the PTFA.

Applicability

This applies to every member of the St James & St John PTFA.

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:

- We make all new committee members aware of this policy
- Complaints should be made in the first instance in writing to the PTFA committee and emailed to PTFA@stjamesjohn.bucks.sch.uk
- If the complaint received by the PTFA is in respect of the Chair, the complaint should be referred to the Secretary and Treasurer. If it is about all three Trustees, it should be reported to the Head of School.
- The PTFA would expect that most of all complaints you have about the service from the PTFA could be resolved at the first point of contact. You are encouraged to contact the PTFA to let the PTFA know of any problems and give the PTFA the opportunity to put it right as soon as the PTFA can.
- The committee will meet to discuss any complaint made within 7-14 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 7 days prior to the meeting
- At the meeting the complainant should detail their grounds for complaint and the PTFA may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by the PTFA in response to a complaint will be confirmed in writing within 7 days with details of any action to be taken.

- If, after, you have contacted the PTFA, you are still not satisfied or the issue has not been resolved, then you have the right to raise the matter with the school. You can do this by contacting the school office and asking to speak to the Head of School. You may be asked to put your concerns in writing.

This policy will be reviewed annually by the St James & St John PTFA committee.