

## **The Blue Coat School Parents' Association Complaints Procedure Policy**

### **Introduction**

This policy sets out the principles for the Complaints Procedures within The Blue Coat School Parents' Association (PA).

It is relevant to all within The Association and is endorsed by the Committee of The Blue Coat School Parents' Association.

It will be reviewed annually to ensure that it remains appropriate to the Organisation and its volunteer's needs.

As Committee Members of The Blue Coat School Parents' Association, we understand it is our duty to make decisions that are in the best interests of the PA.

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 PA.

### **Applicability**

This applies to every member of The Blue Coat 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 members of the Parents' Association aware of this policy
- Complaints should be made in writing to the Committee and handed, in the first instance, to the Chairperson, Dianne Sheerin. 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 a reasonable amount of time based on Committee member's availability
- The Committee will respond to the complainant, detailing the Committee's 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

*These model policies do not constitute legal advice or attempt to cover all situations that your association may require. We recommend that you use these model policies as a starting point to develop policies that cover your precise needs and situation. These policies are based upon our best interpretation of current guidance that has been provided by a range of sources. We will endeavour to update these policies regularly with any relevant changes.*

- At the meeting the complainant should detail their grounds for complaint. The Committee may ask questions of the complainant. Minutes of the meeting will be taken
- Any decision made by the Committee in response to a complaint will be confirmed in writing within 7 days with details of any action to be taken
- The Committee would expect that the vast majority of all complaints could be resolved at the first point of contact. You are encouraged to contact the Committee and give them the opportunity to address the complaint and put it right
- If, after, you have contacted the Committee, you are still not satisfied or the issue has not been resolved, then you have the right to raise the matter with the headteacher of the school.

This policy will be reviewed annually by The Blue Coat School Parents' Association Committee prior to the AGM.