Parentkind

Complaints Procedure Policy

Introduction

This policy outlines the procedures for managing complaints within Anstey Junior School PTA. It applies to all members and is approved by the committee of Anstey Junior School PTA. The policy will be reviewed on a regular basis to ensure it continues to meet the needs of the organisation and its volunteers.

As committee members, we recognise our responsibility to act in the best interests of the PTA. We acknowledge that any personal or conflicting interests may hinder our ability to do so and are committed to maintaining impartiality and integrity in our decision-making.

Scope

This policy applies to every member of Anstey Junior School PTA. A complaint is defined as an expression of dissatisfaction regarding the PTA's decisions, actions, or the standard of service provided.

Procedure

To ensure transparency and fairness in handling complaints, the PTA follows these steps:

- **Policy awareness**: All newly appointed committee members are made aware of this policy upon joining
- **Submission of complaints**: Complaints must be submitted in writing and addressed to the committee. In the first instance, these should be directed to the Chair. If the complaint concerns the Chair, it may be submitted to another elected committee member
- **Committee response timeline**: The committee will convene to review the complaint within 14 days of receiving the written statement
- **Initial response**: A formal written response will be provided to the complainant, outlining the committee's decision and whether further discussions or a meeting will be arranged
- **Meeting arrangements**: If a meeting is required, the complainant may bring representatives for support. The complainant must submit any documentation or supporting evidence at least 7 working days prior to the scheduled meeting
- **Conduct of meeting**: During the meeting, the complainant will be invited to present their case. Committee members may pose relevant questions. Meeting minutes will be recorded to document proceedings
- **Final decision**: A written summary of the committee's decision will be sent to the complainant within 7 days including any planned actions or follow-up

Policy review

This policy will be reviewed annually by the committee of Anstey Junior School PTA to ensure continued relevance and effectiveness.

Signatures

Approved and adopted by the committee of Anstey Junior School PTA