

Complaints Procedure Policy

Introduction

This policy sets out the principles for the Complaints Procedure within St Thomas of Canterbury Junior School PTA. It is relevant to all within the association and is endorsed by the committee of St Thomas of Canterbury Junior School PTA.

Applicability

This applies to every member of the St Thomas of Canterbury Junior School PTA.

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

The PTA takes the following steps to identify and deal with any complaint made against the PTA:

- 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 one week 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 one week prior to the meeting.
- At the meeting the complainant should detail their grounds for complaint. The PTA may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by the PTA in response to a complaint will be confirmed in writing within one week with details of any action to be taken.
- If the complainant is not satisfied with the outcome, they should provide a written complaint to the Chairman of school Governors.

This policy will be reviewed annually by the St Thomas of Canterbury Junior School PTA committee.

Adopted at a meeting held on 16th September 2022.

Date: 16/9/22

Name: CALLY SHAMEY

Position: CHAIR

Signature: 

Date: 16.9.22

Witness Name: Natasha Hayward

Position: Treasurer

Signature: 