



Friends of Thythorn Complaints Procedure Policy

Introduction

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

Applicability

This applies to every member of the Friends of Thythorn Parent, Teachers and Friends Association (PTFA).

The Friends of Thythorn defines a complaint as an expression of dissatisfaction with the PTFA's actions or the standard of service provided by the PTFA.

Procedure

Our PTFA has adopted the following procedure for dealing with any complaint made against the PTFA:

- 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 14 days of receipt of the written complaint.
- The committee will respond to the complainant within 14 days, 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 14 days with details of any action to be taken.

This policy will be reviewed annually by the Friends of Thythorn committee.

Reviewed on 13/01/2023

Signed: L Noble