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**Complaints Procedure Policy**

**Introduction**

This policy sets out the principles for the Complaints Procedures within Wyton School Community Association (WSCA). It is relevant to all within the association and is endorsed by the committee of WSCA. 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 Wyton School Community Association.

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

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

• All new committee members will be made aware of this policy

• Complaints should be made in writing to the committee and handed or emailed, 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 21 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. Committee members may ask questions of the complainant. Minutes of the meeting will be taken.

• Any decision made by WSCA 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 WSCA committee prior to the AGM.