

Complaints Procedure Policy

Introduction

This policy outlines the procedures for managing complaints concerning the St Joseph's School (Redhill) Association at the St Joseph's Catholic Primary School in Redhill (**SJA**). It has been approved by the committee of the SJA.

The committee of the SJA comprises the Chair / Co-Chairs, Treasurer and Secretary (and any deputies of the same) (**Committee**).

The Committee recognises its responsibility to act in the best interests of the PTA. It acknowledges that any personal or conflicting interests may hinder its ability to do so and is committed to maintaining impartiality and integrity in its decision-making.

Contact details:

- St Joseph's Catholic Primary School, Linkfield Lane, Redhill, RH1 1DU
- Email: sja-redhill@hotmail.co.uk

Scope

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

A complaint is not:

- A request for service (such as the PTA not holding enough events).
- A request for information or an explanation of PTA policy (such as why the PTA charges an amount for an event).

These issues will not be treated under the Complaints Policy but instead will be addressed as seen fit by the Committee.

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 28 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 14 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 28 days, including any planned actions or follow-up.

Policy review

This policy will be reviewed annually by the committee of the SJA to ensure continued relevance and effectiveness.

Signatures

Approved and adopted by the committee of the SJA

Name: _____

Position: _____

Signature: _____

Date: _____

Name: _____

Position: _____

Signature: _____

Date: _____