

Policy: PTA Complaints Procedure
Policy
Committee approval:
Review:

PTA at Holy Trinity Church of England (VA) Primary School



Believe • Achieve • Inspire •

PTA Complaints Procedure Policy

SCHOOL VISION

At Holy Trinity Church of England Primary School our Christian vision shapes all we do.

*"I know that there is nothing better for people than to be happy and to do good while they live."
Ecclesiastes 3:12.*

Our vision is to be an inspirational place of learning where:

- we facilitate opportunities so every child can flourish in a place where they feel safe, **happy and confident**.
- staff **well-being** and professional development is valued and supported in order to fulfil their roles, inspire others and experience personal **fulfilment**.
- the school provides facilities that enables an **optimum learning environment**.
- the **school plays a central role within our community** and enjoys strong **links with the church, local companies and other schools**.
- we create a culture of vigilance to safeguard all children

'I know that there is nothing better for people than to be happy and to do good while they live.'
Ecclesiastes 3:12

Introduction

This policy sets out the principles for the Complaints Procedures within PTA at Holy Trinity CE Primary School. It is relevant to all within the association and is endorsed by the committee of PTA at Holy Trinity CE Primary School. It will be reviewed annually to ensure that it remains appropriate to the Organisation and its volunteers needs.

As Committee Members and Trustees of PTA at Holy Trinity CE Primary School we understand it is our duty to make decisions that are in the best interests of the PTA. We know that where any of us hold a personal or other interest, this will stop us from achieving this duty and acting in the best interest of our PTA.

Applicability

This applies to every member of the PTA at Holy Trinity CE Primary School.

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

Our 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 15 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 5 days prior to the meeting.
- At the meeting the complainant should detail their grounds for their complaint. 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 15 days with details of any action to be taken

This policy will be reviewed annually by the PTA at Holy Trinity CE Primary School. committee prior to the AGM.

This policy was adopted by PTA at Holy Trinity CE Primary School and agreed by the PTA Committee.

Signature:.....

Date:.....