

## **ALSTON MOOR FEDERATION PTA - Complaints Procedure Policy**

### **Introduction**

This policy sets out the principles for the Complaints Procedures within Alston Moor Federation PTA.

If the complaint is regarding the Federation, then please follow the Alston Moor Federation Complaints Procedure. See the Federation website for details.

As Committee Members of Alston Moor Federation PTA, we understand it is our duty to make decisions that are in the best interests of the PTA. However, we acknowledge sometimes dissatisfaction may occur.

The PTA would expect that most complaints can be resolved at the first point of contact. All members are encouraged to contact the PTA to let us know of any problems and give the PTA the opportunity to put it right as soon as possible.

### **Applicability**

This applies to every member of the Alston Moor Federation PTA.

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

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 procedure but instead can be addressed as seen fit by the Chairperson.

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 Chairperson or elected committee member shall acknowledge receipt of the written complaint within 7 working days and advise the complainant when the matter will be considered by the committee.
- The committee will meet to discuss any complaint made within 14 working days of receipt of the written complaint. A member of Alston Moor Federation senior management or Chair of Governors will be asked to be present if it is deemed necessary.
- 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 working days prior to the meeting.

- At the meeting, the complainant should detail their grounds for complaint and the committee may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by the committee in response to a complaint will be confirmed in writing with details of any action to be taken. This will also be forwarded to Alston Moor Federation.

This policy will be reviewed annually by the PTA committee.

**DATED: 23<sup>rd</sup> September 2020**

**REVIEW DATE: September 2021**