



'Spurring each other on with love'

PFA Complaints Procedure Policy

Introduction

This policy sets out the principles for the Complaints Procedures within Bickleigh Down Church of England Primary School PFA. It is relevant to all within the association and is endorsed by the committee of Bickleigh Down Church of England Primary School PFA.

Applicability

This applies to every member of the Bickleigh Down Church of England Primary School PFA.

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

Our PFA takes the following steps to identify and deal with any complaint made against the PFA:

- We make all new committee members aware of this policy.
- Complainant should attempt to resolve the complaint informally first where possible.
- 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 28 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 discussion 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 10 days prior to the meeting.
- At the meeting the complainant should detail their grounds for complaint. The PFA may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by the PFA in response to the complaint will be confirmed in writing within 10 days, with details of any action to be taken.

Changes to the Policy

The committee reserves the right to change its Complaints Procedure Policy to maintain consistency with current best practice and needs of the Charity.

This policy will be reviewed annually by the Bickleigh down Church of England Primary School PFA committee.

For the most up to date version of the policy, please request a copy by emailing bickleighdownpfa@yahoo.com or by visiting the PFA section of the school website.

This policy was adopted on 28th February 2023.

Signed on behalf of Bickleigh Down Church of England Primary School PFA (Chairperson)

A handwritten signature in black ink, appearing to read 'Hannah Walsh', with a stylized, cursive script.

Hannah Walsh

This policy was reviewed as indicated below:

February 2023 created and approved.

Next review due February 2025.