

Complaints Procedure Policy

Introduction

This policy outlines the procedures for managing complaints within **The Good Shepherd Parent Teacher Association**. It applies to all members and is approved by the committee of **The Good Shepherd Parent Teacher Association**. The policy will be reviewed on a regular basis to ensure it continues to meet the needs of the organisation and its volunteers.

As committee members, we recognise our responsibility to act in the best interests of the PTA. We acknowledge that any personal or conflicting interests may hinder our ability to do so and are committed to maintaining impartiality and integrity in our decision-making.

Scope

This policy applies to every member of **The Good Shepherd Parent Teacher Association**. A complaint is defined as an expression of dissatisfaction regarding the PTA's decisions, actions, or the standard of service provided.

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 either via email goodshepherdpta@hotmail.com or delivered to The Good Shepherd PTA, The Good Shepherd Academy, Somersby Road, Woodthorpe, Nottingham, NG5 4LT. In the first instance, these should be directed to the Co-Chairs. If the complaint concerns one of the Co-Chairs, it may be submitted to another elected committee member, FAO: GSA PTA Secretary or Treasurer.
- **Committee response timeline:** The committee will convene to review the complaint within 28 consecutive days of receiving the written statement.
- **Initial response:** A formal written response will be provided to the complainant within 35 consecutive days of receiving the complaint, 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 a representative for support. The complainant must submit any documentation or supporting evidence at least **14 consecutive days** prior to the scheduled meeting, we will aim to hold the meeting within 28 consecutive days of the Initial response being Issued.

These model policies do not constitute legal advice or attempt to cover all situations that your association may require. We recommend that you use these model policies as a starting point to develop policies that cover your precise needs and situation. These policies are based upon our best interpretation of current guidance that has been provided by a range of sources. We will endeavour to update these policies regularly with any relevant changes.

This Template is a benefit of Parentkind membership. It is published by Parentkind for its members. Content in whole or part may be produced for the sole use of the PTA whilst in Parentkind membership. For further information please contact Parentkind on info@parentkind.org.uk.

- **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 consecutive days of the meeting, including any planned actions.

Policy review

This policy will be reviewed annually by the committee of **The Good Shepherd Parent Teacher Association** to ensure continued relevance and effectiveness.

Signatures

Approved and adopted by the committee of **The Good Shepherd Parent Teacher Association**:

Name: __Shauna Freeman _____

Position: __Co Chair _____

Signature: _____

Date: _____

Name: __Hazel Gregorick _____

Position: __Co Chair _____

Signature: _____

Date: _____

These model policies do not constitute legal advice or attempt to cover all situations that your association may require. We recommend that you use these model policies as a starting point to develop policies that cover your precise needs and situation. These policies are based upon our best interpretation of current guidance that has been provided by a range of sources. We will endeavour to update these policies regularly with any relevant changes.

This Template is a benefit of Parentkind membership. It is published by Parentkind for its members. Content in whole or part may be produced for the sole use of the PTA whilst in Parentkind membership. For further information please contact Parentkind on info@parentkind.org.uk.