

Friends of St Mary's C of E Primary School

School Lane, Askham Richard

YORK, YO23 3PD



Complaints Procedure Policy

Introduction

This policy sets out the principles for the Complaints Procedures within Friends of St Mary's (FoSM). It is relevant to all within the association and is endorsed by the FoSM committee. It will be reviewed annually to ensure that it remains appropriate to the Organisation and its volunteers needs.

As Committee Members and Trustees of FoSM we understand it is our duty to make decisions that are in the best interests of FoSM. 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 FoSM.

Applicability

This applies to every member of FoSM.

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

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

- 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 Chair. If the complaint is regarding the elected Chair, then the complaint may be referred to the Secretary and Treasurer. If it is about all three Trustees, it should be reported to the Head of School.
- The committee will meet to discuss any complaint made within 14 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 7 days prior to the meeting
- At the meeting the complainant should detail their grounds for complaint. FoSM may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by FoSM in response to a complaint will be confirmed in writing within 7 days with details of any action to be taken

This policy will be reviewed annually by the FoSM committee.