



## Friends of Rudston Complaints Procedure

### Introduction

Friends of Rudston encourages you to contact us to let us know of any problem and we would like the opportunity to put it right as soon as we can. Friends of Rudston would expect that complaints could be resolved at the first point of contact.

This policy sets out the principles for the Complaints Procedures within Friends of Rudston. It is relevant to all within the association and is endorsed by the committee of Friends of Rudston. The policy will be reviewed annually to ensure that it remains appropriate to the organisation and its volunteers needs.

Rudston Primary School has its own complaints procedure. Please see the school's website for its details.

A complaint can be written or verbal.

Friends of Rudston defines a complaint as an expression of dissatisfaction in the FoR's actions or the standard of service provided.

A complaint is not

- a request for service (such as Friends of Rudston not holding enough events)
- a request for information or an explanation of Friends of Rudston's policy (such as why Friends of Rudston 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 PTA Chairperson.

### Making a complaint about Friends of Rudston

This policy applies to every member of the Friends of Rudston.

Friends of Rudston will take the following steps to identify and deal with any complaint made against us:

- We make all new committee members aware of this policy.
- If you have a complaint, please contact our Chair in the first instance. If the complaint is regarding the elected Chairperson, then your complaint may be passed to another elected committee member, i.e. the treasurer or secretary. If your complaint is about all three Trustees then it should be reported to the Head of School.
- The committee will acknowledge receipt of complaint within one week.
- The committee will meet to discuss any complaint made within 28 days after we received your written complaint.
- We will respond to you, detailing the committee's decision made and whether there will be any further discussions or meetings regarding the complaint.
- If a meeting is arranged for you to meet with the committee, you may bring additional representatives with you. You will be required to supply any documentation or evidence that you wish the committee to view at least 7 days prior to the meeting.
- At the meeting you should detail the grounds for your complaint and we may ask you questions. Minutes of the meeting will be taken.

- Any decision made by Friends of Rudston in response to you will be confirmed in writing within 7 days with details of any action to be taken.
- If you are not satisfied or the issue has not been resolved, then you have the right to raise the matter with the school. You can do this by contacting the school office and asking to speak to the Head of School or School Business Manager. You may be asked to put your concerns in writing.

This policy will be reviewed and reissued by the Friends of Rudston committee annually.