

Franche Primary School Association



Franche Community Primary School Association, Chestnut Grove, Kidderminster, Worcestershire, DY11 5QB

Registered Charity 1065516

Complaints Policy

1. This is a procedure if there is a complaint against the PTA (PTA).
2. The School has its own complaints procedure. See school website for details.
3. The PTA defines a complaint as any expression of dissatisfaction about the PTA's action or lack of action or about the standard of a service provided. A complaint can be written or verbal.
4. 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 PTA Chairperson.

Complaints made officially via the PTA's Facebook page will be dealt with by the chairperson, but other comments posted on social media will not be dealt with as a complaint.

Making a complaint about the PTA

1. If you feel that the PTA has failed to meet its requirements and you want to complain in the first instance you should contact the Chair (Co-Chairs) of the PTA.
2. If the complaint received by the PTA is in respect of the Chair, the complaint should be referred to the Secretary and Treasurer. If it is about all Trustees it should be reported to the Head of School.
3. The PTA would expect that the vast majority of all complaints you have about the service from the PTA could be resolved at the first point of contact. You are encouraged to contact the PTA to let the PTA know of any problems and give the PTA the opportunity to put it right as soon as the PTA can.
4. If, after you have contacted the Chair, you are still 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.

Complaints/concerns will be treated in confidence. A right of reply will be given before any action is taken.

Policy agreed date: - 25.11.20

Review date: - 25.11.21