

Complaints Procedure

Introduction

This policy sets out the principles for the Complaints Procedures within the Friends of Downview Primary School (“FOD”). It is relevant to all members and is endorsed by the Committee of the Friends of Downview Primary School. It will be reviewed annually to ensure that it remains appropriate to FOD and its volunteers’ needs.

As Committee Members and Trustees of the Friends of Downview Primary School (a registered charity), we understand it is our duty to make decisions that are in the best interests of the charity. 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 our charity.

Applicability

This applies to every member of the Friends of Downview Primary School.

We define a complaint as an expression of dissatisfaction in FOD’s actions or the standard of service provided.

Process

We take the following steps to identify and deal with any complaint made against FOD:

- We make all new Committee Members aware of this policy.
- Complaints should be made in writing to the Committee and handed or addressed, in the first instance, to the Chair. If the complaint is regarding the elected Chair, then the complaint may be passed to another elected Committee Member.
- The Committee will meet to discuss any complaint made within 21 days of receipt of the written complaint.
- The Committee will respond to the complainant, detailing the decision made by the Committee 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 and the Committee may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by the Committee in response to a complaint will be confirmed in writing within 14 days, with details of any action to be taken.

This policy will be reviewed annually by the Friends of Downview Primary School Committee prior to the AGM.