

REIGATE PARISH CHURCH PRIMARY SCHOOL

HANDLING COMPLAINTS POLICY

The role of Reigate Parish Church Primary School PTA is principally to fundraise for the school, support the parents and children, and to facilitate a good working relationship with the school, the church and the wider community.

However, there may be situations that arise where individuals feel the need to complain about their particular relationship or experience with the PTA.

All parents/carers are entitled to raise concerns about safety or an individual's behaviour in relation to PTA activities.

A complaint can be defined as a dissatisfaction, whether justified or not, which requires a response.

In order, to deal with the complaints the following protocols need to be followed:

STAGE ONE: Informal concerns and complaints

1.1 Any person who has a concern/complaint should make contact with the PTA member concerned who should clarify the nature of the concern/complaint and reassure them that the PTA wants to hear about it. If the PTA Member cannot deal with the matter immediately they should make a clear note of the date, time and contact details of the complaint and agree a convenient time to make contact

1.2 The PTA member should record details of the concern/complaint and try to identify what action/outcome the parent/carer is looking for. Please see Appendix A – Initial Record of Complaint.

1.3 If no satisfactory solution can be found within 7 working days the complainant should be asked if they wish their concerns to be taken further. If this is the case then the next stage, Stage 2, should be dealt with by the PTA trustees.

Stage 2- Formal consideration of the PTA Committee

2.1 The parent/carer should address their complaint, in writing, to the PTA Committee who will consider the facts and reach a conclusion. Please see APPENDIX B – Complainant Form.

2.2 The PTA Committee should provide an opportunity for the complainant to

meet them to provide any further information relevant to the complaint. Depending on the complaint, statements from witnesses may be required. The PTA Committee should keep written records of any meetings, telephone conversations and other documentation.

2.3 It should be noted that a complaint is not part of a disciplinary process and any PTA member, who may be interviewed as part of the investigation, must be treated fairly and have an opportunity to state their case. If, possible they should be offered support in dealing with any investigation into a complaint.

2.4 All complaints will be treated in confidence by all parties concerned. However, all parties will need to accept that some information may need to be shared if the complaint is to be fully investigated.

2.5 The PTA Chair will reply to the parent/carer in writing, giving a full explanation of the decision of the PTA Committee, the reasons for it and, where appropriate, what action the PTA proposes to take. The letter will be sent within 21 days in term time.

2.6 The letter should also inform the complainant that if they are not satisfied with their outcome, they may complain to the Head Teacher by following the school complaints procedure.

2.7 In the event of the complaint being made about the Chair, the Secretary or Treasurer will perform the role.

RESOLVING COMPLAINTS

At each stage of the complaint procedure the PTA will keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge the the complaint is valid in whole or in part. In addition, it will likely be appropriate to offer one or more of the following:

- * An apology
- * An explanation
- * An admission that the situation could have been handled differently or better (NB an admission that the PTA could have handled the situation better is not an admission of negligence)
- * An assurance that steps will be taken to ensure the incident complained about will not recur
- * An explanation of the steps that have been taken to ensure it will not happen again
- * An undertaking to review PTA policies in light of the complaint.