



THE PRIORY PRIMARY ACADEMY TRUST PTA	DATE AGREED	NOVEMBER 2020
POLICY AND PROCEDURE STATEMENT	REVISION DATE	NOVEMBER 2021
 <h2 style="color: blue;">The Priory School PTA</h2> <p style="color: red;"><i>Help Us To Help The Children</i></p> 		
<h1 style="color: blue;">Complaints Policy</h1>		
CHAIR OF PTA COMMITTEE	BEN CANDY	
SECRETARY OF PTA COMMITTEE	SIMONE WHITE	
TREASURER OF PTA COMMITTEE	CARA ROGERS	

A What is a complaint?

1. This is a procedure if there is a complaint against the Priory School PTA (PTA).
2. The Priory Primary School has its own complaints procedure. See school website for detail.
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.

B Making a complaint about the PTA

This section tells you how to make 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 Chairperson of the PTA.
2. If the complaint received by the PTA is in respect of the Chairperson, the complaint should be referred to the Secretary and Treasurer. If it is about all three Trustees it should be reported to the Headteacher.
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 Chairperson you are still not satisfied or the issue has not been resolved, then you should then use the formal complaints procedure set out in Sections C and D.
5. The following procedure is to be used on receipt of a complaint about the administration of the PTA or about its procedures.
6. The Chairperson should report the receipt of any written complaints to the next meeting of the PTA for consideration.

C Action taken before the PTA meeting to consider the complaint

1. The complainant (the person making the complaint) should be asked to put the complaint in writing to the Chairperson at the school address stating what they believe that went wrong, what they would like to happen to put it right and whether they have already spoken to anyone about it.
2. If the complainant does not wish to put the complaint to the Chairperson or wishes to remain anonymous, they may be advised to direct it to the Headteacher of the Priory Primary School.
3. The Chairperson shall acknowledge receipt of the complaint within seven working days of receiving the complaint and advise the complainant when the matter will be considered by the PTA.
4. The complainant shall be advised to attend the relevant meeting and bring with them such representatives as they wish.
5. Fourteen clear working days prior to the PTA meeting, the complainant shall provide the PTA with copies of any documentation or other evidence which they wish to refer to at the meeting. The PTA shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

D At the PTA meeting

1. The PTA shall consider whether the circumstances of the meeting warrant the exclusion from the PTA of general members of the PTA, public and press. Any decision on a complaint shall be announced at the PTA meeting in public.
2. The Chairperson shall introduce everyone.
3. The Chairperson shall explain the procedure and will read this document aloud
4. The Complainant (or representative) is to outline the grounds for the complaint.
5. The PTA members may ask any questions of the complainant.

6. If relevant, the Chairperson is to explain the PTA's position.
7. The PTA members may ask any questions of the Chairperson.
8. The Chairperson and the complainant are to be offered the opportunity of last word (in this order).
9. The Chairperson will advise the PTA's decision at the meeting or will advise when the PTA's decision will be made.

E After the meeting

1. The decision is to be confirmed in writing within seven working days together with details of any action to be taken.
2. Failure to reach a satisfactory solution through the formal complaints procedure means that the complainant still has the right to refer the matter to the Headteacher.
3. All complaints should be held on file for five years for record as well as documented minutes of any meetings.