

Bewdley Primary School PTFA, Stourport Road, Bewdley DY12 1BL

Registered Charity: 1096481

### **Complaints Policy**

1. This is a procedure if there is a complaint against the Bewdley Primary PTFA.
2. The school has its own complaints procedure. See school website for details.
3. The PTFA defines a complaint as any expression of dissatisfaction about the PTFA'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 PTFA not holding enough events)
  - a request for information or an explanation of PTFA policy (such as why the PTFA 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 PTFA Chairperson.

Complaints made officially via the PTFA'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 PTFA**

1. If you feel that the PTFA has failed to meet its requirements and you want to complain in the first instance you should contact the Chair (Vice-Chair) of the PTFA.
2. If the complaint received by the PTFA 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 PTFA would expect that the vast majority of all complaints you have about the service from the PTFA could be resolved at the first point of contact. You are encouraged to contact the PTFA to let the PTFA know of any problems and give the PTFA the opportunity to put it right as soon as the PTFA 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.

**Date of Issue: Jan 2024**

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