



Friends of Orton Wistow School (FOWS) Complaints Procedure Policy

Introduction

This policy sets out the principles for the Complaints Procedures within Friends of Orton Wistow School (FOWS). It is relevant to all within the association and is endorsed by the committee of Friends of Orton Wistow School (FOWS). It will be reviewed at each AGM to ensure that it remains appropriate to the Organisation and its volunteers needs.

As Committee Members and Trustees of Friends of Orton Wistow School (FOWS) we understand it is our duty to make decisions that are in the best interests of the Friends of Orton Wistow School (FOWS). 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 Friends of Orton Wistow School (FOWS).

Applicability

This applies to every member of Friends of Orton Wistow School (FOWS)

The Friends of Orton Wistow School (FOWS) defines a complaint as an expression of dissatisfaction in the Friends of Orton Wistow School (FOWS) actions or the standard of service provided.

Friends of Orton Wistow School (FOWS) takes the following steps to identify and deal with any complaint made against the Friends of Orton Wistow School (FOWS):

- We make all new committee members aware of this policy.
- Complaints should be made in writing to the committee and handed, in the first instance, to the Chairperson. If the complaint is regarding the elected Chairperson then the complaint may be passed to another elected committee member.
- The committee will also notify the Friends of Orton Wistow School (FOWS) staff representative.
- The committee will meet to discuss any complaint made within 14 days of receipt of the written complaint.
- The committee will respond to the complainant, detailing the committee decision made 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 prior to the meeting.
- At the meeting, the complainant should detail their grounds for complaint and Friends of Wistow School (FOWS) may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by the Friends of Orton Wistow School (FOWS) in response to a complaint will be confirmed in writing within 10 with details of any action to be taken.

Changes to the policy

The Committee reserve the right to change this policy to maintain consistency with current best practice and the needs of the organisation. This policy will be reviewed annually by the Friends of Orton Wistow School committee at the AGM but may be amended at any time at the discretion of the current elected committee.