



Plaxtol School Association

Complaints Policy

This policy sets out the principles for complaints procedures within Plaxtol School Association (PSA). It is relevant to all within the association and is endorsed by the PSA Committee. It is distinct from any policies the school may publish.

Applicability

This applies to every member of the Plaxtol School Association (PSA).

The PSA defines a "complaint" as an expression of dissatisfaction in the PSA's actions (or lack of action), or the standard of service provided. A complaint may be different from a "concern", which is an expression of worry or doubt over an issue considered to be important for which reassurances are sought.

Our PSA takes the following steps to identify and deal with any complaint made against the PSA:

- We make all new PSA Committee members aware of this policy.
- Complaints should be made in writing to the PSA Committee and handed, in the first instance, to the PSA Chair. If the complaint is regarding the elected PSA Chair, then the complaint may be passed to another elected PSA Committee member.
- The PSA Committee will meet to discuss any complaint made within 20 working days of receipt of the written complaint.
- The PSA Committee will respond to the complainant, detailing the PSA 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 PSA 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 5 working days prior to the meeting
- At the meeting the complainant should detail their grounds for complaint, and the PSA Committee may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by the PSA in response to a complaint will be confirmed in writing within 15 working days with details of any action to be taken.