FRIENDS OF NUNNEY SCHOOL

Complaints Procedure Policy

Introduction

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

As Committee Members and Trustees of Friends of Nunney School, we understand it is our duty to make decisions that are in the best interests of FoNS. 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 FoNS.

Applicability

This applies to every member of FoNS

FoNS defines a complaint as an expression of dissatisfaction in the Friends of Nunney School's actions or the standard of service provided.

The Friends of Nunney School will taken the following steps to identify and deal with any complaint made against FoNS:

- 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 Chair. If the complaint is regarding the elected Chair then the complaint may be passed to another elected committee member. Complaints can also be made in writing and emailed to: friendsofnunneyschool@gmail.com
- The committee will meet to discuss any complaint made within seven 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 three days prior to the meeting
- At the meeting the complainant should detail their grounds for the complaint. FoNS may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by FoNS in response to a complaint will be confirmed in writing within three days with details of any action to be taken

This policy will be reviewed annually by the Friends of Nunney School Committee.