



Friends of Leonard Stanley School (FOLSS)

Complaints Procedure Policy

Title: Complaints Procedure Policy

Person(s) who created policy: Jo Byrne

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Friends of Leonard Stanley School (FOLSS)

COMPLAINTS PROCEDURE POLICY

What is a complaint?

This is a procedure if there is a complaint against the Friends of Leonard Stanley School (FOLSS). Leonard Stanley C of E Primary School has its own complaints procedure. See school website for detail.

FOLSS defines a complaint as any expression of dissatisfaction about FOLSS's action or lack of action or about the standard of a service provided. A complaint can be written or verbal.

A complaint is not:

- a request for service (such as FOLSS not holding enough events)
- a request for information or an explanation of FOLSS policy (such as why FOLSS 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 FOLSS Chairperson(s).

Making a complaint about FOLSS

This section tells you how to make a complaint about FOLSS.

If you feel that FOLSS has failed to meet its requirements and you want to complain in the first instance you should contact the Chairperson(s) of FOLSS.

If the complaint received by FOLSS is in respect of the Chairperson(s), the complaint should be referred to the Secretary and Treasurer. If it is about all three Honorary Committee Members, it should be reported to the Head Teacher.

FOLSS would expect that the vast majority of all complaints you have about the service from them could be resolved at the first point of contact. You are encouraged to contact FOLSS to let them know of any problems and give FOLSS the opportunity to put it right as soon as they can.

If, after you have contacted the Chairperson(s) you are still not satisfied or the issue has not been resolved, then you should use the formal complaints procedure set out below.

The following procedure is to be used on receipt of a complaint about the administration of FOLSS or about its procedures.

The Chairperson(s) should report the receipt of any written complaints to the next Committee meeting of FOLSS for consideration.

Action taken before the FOLSS meeting to consider the complaint

The complainant (the person making the complaint) should be asked to put the complaint in writing to the Chairperson(s) at the school address stating what they believe went wrong, what they would like to happen to put it right and whether they have already spoken to anyone about it.



Friends of Leonard Stanley School

If the complainant does not wish to put the complaint to the Chairperson(s) or wishes to remain anonymous, they may be advised to direct it to the Head Teacher of Leonard Stanley C of E Primary School.

The Chairperson(s) 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 FOLSS.

The complainant shall be advised to attend the relevant meeting and bring with them such representatives as they wish. Fourteen clear working days prior to the FOLSS meeting, the complainant shall provide FOLSS with copies of any documentation or other evidence which they wish to refer to at the meeting. FOLSS shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

At the FOLSS meeting

FOLSS shall consider whether the circumstances of the meeting warrant the exclusion from the FOLSS Committee Meeting of general members of FOLSS, public and press. Any decision on a complaint shall be announced at the FOLSS meeting in public.

The Chairperson(s) shall introduce everyone.

The Chairperson(s) shall explain the procedure and will read this document aloud.

The Complainant(s) (or representative) is to outline the grounds for the complaint.

The FOLSS members may ask any questions of the complainant.

If relevant, the Chairperson(s) is to explain the FOLSS position.

The FOLSS members may ask any questions of the Chairperson(s).

The Chairperson(s) and the complainant are to be offered the opportunity of last word (in this order).

The Chairperson(s) will advise FOLSS's decision at the meeting or will advise when the FOLSS decision will be made.

After the meeting

The decision is to be confirmed in writing within seven working days together with details of any action to be taken.

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 Head Teacher.

All complaints should be held on file for five years for record as well as documented minutes of any meetings.

Availability of this policy

This policy is publicly available through the FOLSS website folss.org.uk, is sent to and reviewed biennially by all Committee Members of FOLSS for whom an email address is held and is referenced as part of the information stated in our Data Protection Policy.