

Friends of Park Street PTA Complaints Procedure Policy

Introduction

This policy outlines the procedures for managing complaints within **Friends of Park Street PTA**. It applies to all members and is approved by the Friends of Park Street PTA Committee. The policy will be reviewed regularly to ensure it continues to meet the organisation's and its volunteers' needs.

As committee members, we recognise our responsibility to act in the best interests of the PTA. We acknowledge that any personal or conflicting interests may hinder our ability to do so and are committed to maintaining impartiality and integrity in our decision-making.

Scope

This policy applies to every member of **Friends of Park Street PTA**.

A complaint is defined as an expression of dissatisfaction regarding the PTA's decisions, actions, or the standard of service provided.

Procedure

To ensure transparency and fairness in handling complaints, the PTA follows these steps:

Policy awareness

All newly appointed committee members are made aware of this policy upon joining.

Submission of complaints

Complaints must be submitted in writing and addressed to the committee. In the first instance, these should be directed to the Chair via email at:

pta@parkstreet.cambs.sch.uk

If the complaint concerns the Chair, it may be submitted to another elected committee member via the same email address.

Committee response timeline

The committee will convene to review the complaint within **14 days** of receiving the written statement.

Initial response

A formal written response will be provided to the complainant, outlining the committee's decision and whether further discussions or a meeting will be arranged.

Meeting arrangements

If a meeting is required, the complainant may bring representatives for support. The complainant must submit any documentation or supporting evidence at least **5 days** prior to the scheduled meeting.

Conduct of meeting

During the meeting, the complainant will be invited to present their case. Committee

Last Reviewed September 2025

members may pose relevant questions. Meeting minutes will be recorded to document proceedings.

Final decision

A written summary of the committee's decision will be sent to the complainant within **7 days**, including any planned actions or follow-up.

Policy Review

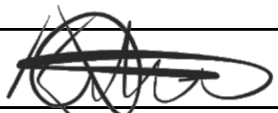
This policy will be reviewed annually by the **Friends of Park Street PTA** Committee to ensure continued relevance and effectiveness.

Signatures

Approved and adopted by the committee of **Friends of Park Street PTA**:

Name: Katrina Thornely

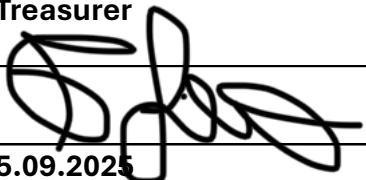
Position: Chairperson

Signature: 

Date: 5.09.2025

Name: Teresa Leone

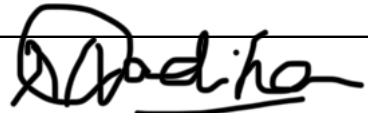
Position: Treasurer

Signature: 

Date: 5.09.2025

Name: Madiha Khan

Position: Secretary

Signature: 

Date: 5.09.2025

Contact Details

For any queries regarding this policy or to submit a complaint, please contact:

Friends of Park Street PTA

Email: pta@parkstreet.cambs.sch.uk