

Langley Primary School PTA



Registered Charity No. 702301

Complaints Policy

1. This is a procedure if there is a complaint against the Langley Primary School PTA.
2. Langley Primary School has its own complaints procedure. See school website for details.
3. The PTA defines a complaint as any expression of dissatisfaction about the PTA's action or lack of action or about the standard of a service provided. A complaint can be written or verbal.
4. A complaint is not:
 - A request for service (such as the PTA not holding enough events)
 - A request for information or an explanation of PTA policy (such as why the PTA 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 PTA Chairperson.

Making a complaint about the PTA

1. If you feel that the PTA has failed to meet its requirements and you want to complain in the first instance you should contact the Chair of the PTA, via the school office.
2. If the complaint received by the PTA is in respect of the Chair, the complaint should be referred to the Vice Chair and Treasurer. If it is about all committee members, it should be reported to the Head Teacher.
3. The PTA would expect that the vast majority of all complaints you have about the service from the PTA could be resolved at the first point of contact. You are encouraged to contact the PTA to let the PTA know of any problems and give the PTA the opportunity to put it right as soon as the PTA can.
4. If, after you have contacted the Chair, you are still not satisfied or the issue has not been resolved, then you have the right to raise the matter with the Head Teacher. You can do this by contacting the school office and asking to speak to the Head Teacher.
5. You may be asked to put your concerns in writing.