

Friends of Wymondham College Prep Complaints Procedure Policy

Introduction

This policy sets out the principles for the Complaints Procedures within Friends of Wymondham College Prep (FOWCP). It is relevant to all within the association and is endorsed by the committee of Friends of Wymondham College Prep. It will be reviewed annually to ensure that it remains appropriate to the Organisation and its volunteers needs.

As Committee Members and Trustees of Friends of Wymondham College Prep we understand it is our duty to make decisions that are in the best interests of the FOWCP. 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 our Friends of Group.

Applicability

This applies to every member of the Friends of Wymondham College Prep.

The FOWCP defines a complaint as an expression of dissatisfaction in the FOWCP's actions or the standard of service provided.

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

- 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 Chairperson. If the complaint is regarding the elected Chairperson, then the complaint may be passed to another elected committee member.
- The core committee will meet to discuss any complaint made within 14 days of receipt of the written complaint.
- The core committee comprises of the Chair, Treasurer and Secretary.
- 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 14 days prior to the meeting
- At the meeting the complainant should detail their grounds for complaint FOWCP may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by the FOWCP in response to a complaint will be confirmed in writing within 28 days or, if a meeting has been arranged, within 14 days after the meeting has taken place, with details of any action to be taken.

This policy will be reviewed annually by the Friends of Wymondham College Prep committee prior to the AGM.

Agreed and signed by:

Name	Signature
Reviewed September 2024 as part of the annual review. No changes necessary so just published again	D Orsborne