

# Friends of St Mary's School

Registered Charity 1022264



Church Road  
Yate  
South Gloucestershire  
BS37 5BG  
01454 867155

## Complaints Procedure

### Stage 1 Informal Complaint

- 1.1 Dealt with verbally at the time by either a committee member or the event organiser.
- 1.2 Complaint is logged on our complaints spreadsheet.
- 1.3 Issue brought to the next meeting and implications for the future discussed.
- 1.4 If the complainant is not satisfied with the resolution then move to Step 2 Formal Complaint.

### Stage 2 Formal Complaint

- 2.1 Complainant to receive a responding letter within a week from the Committee.
- 2.2 Complaint is logged on our complaints spreadsheet.
- 2.3 Issue to be investigated by Committee members and findings to be brought to the next meeting.
- 2.4 Issues discussed at the next meeting and decisions made on how to find a solution
- 2.5 Complainant will receive a full written response and if the nature of the complaint is deemed serious enough, then they will be invited to the next meeting so the committee can explain their decision.
- 2.6 Any decisions made by the committee are final.

### What constitutes a Formal Complaint?

Any complaint that has a health and safety implication, regardless of whether someone was actually injured or not, should be considered a health and safety complaint, even if it is resolved at an event. Any complaints about injuries sustained by an attendee at an event will be considered a formal complaint.

Any complaint that is about the financial conduct of an event or the way the Friends is managing its finances should be considered a formal complaint

If a formal complaint is about a Committee member the member is excluded from the investigation.

Any safeguarding issues will be reported to the school as soon as possible and then will be followed up in line with the school's Safeguarding Statement and Child Protection policy.