



Complaints Policy

The Parent and Teachers Association aims to build and foster good relationships between the PTA and families, staff and all associates of Inkersall Primary Academy. Through robust minute recording, policy and procedures the PTA committee intends that parents, carers and school representatives will be able to see how issues are raised, matters discussed and decisions made and how money is to be spent, promoting transparency of all PTA activity through-out the year. However, it is recognized that inevitably concerns and complaints are raised from time to time. This could relate to the safety or behavior of an individual in relation to PTA activities or if a policy has not been fairly or safely followed. This complaints policy will be executed in conjunction with advice on best practice from Parentkind and the Department of Education, however it is firstly important to establish what is identified as a concern and a complaint.

The Definition of a concern and complaint according to government guidelines is the following;-

'A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'

The PTA will always listen to all complaints and concerns at the earliest opportunity and aim to resolve them in a fair, timely and transparent way. The vast majority of concerns can be resolved informally. However if an individual or group is not satisfied with the outcome, a formal procedure (as outlined in this policy) would be adhered to. This is the following;-

- The chairperson will reply to the complainant when fully informed of the facts/complaint (formally) within 5 days of receiving this. The chairperson will endeavor to investigate this with the support of the Committee within 20 days and then formally respond (if it is felt it will take longer the complainant will be notified)
- In the event the complaint is made about the chairperson, the vice chairperson will perform the above role.
- If the matter is still not resolved or that the complainant feels it has not been adequately investigated then the matter will be referred to the school and the school will investigate the complaint on the PTA's behalf and as per school policy.

This PTA policy is further supported by Parentkind's general principles that will be adhered to throughout this complaints process, these are the following;-

- Aim to balance the rights and responsibilities of all involved and to recognize that responsibilities rest with each of these.
- The procedure should be easily accessible and well publicized.
- The process should be impartial and non-adversarial
- Dealt with in a confidential manor, however some information may need to be shared if the complaint is fully investigated.
- PTA members must be offered support and fairly treated and that an interview is not part of a disciplinary process, Any PTA member who is investigated will have the opportunity to respond and see a response as a result of the investigation.

Should the committee as a whole or an individual committee member want to raise a concern/complaint, the following procedure is in place.

- Discuss with fellow committee members if appropriate and record the minutes
- If not appropriate for full committee discussion then contact the chairperson directly or vice chairperson in the event the concern/complaint is regarding the chairperson.
- Contact the Head Teacher at Inkersall Primary Academy for further support

Contact Details for the PTA

Inkersallpta@hotmail.com

Or you can leave a letter with your contact details in a sealed envelope and addressed to the PTA with the school office.

Please note that any issue or concern that a person may have with Inkersall Primary Academy, should be raised directly with the school and not through the PTA, they can be contacted at the following;-

Inkersall Primary Academy (Spencer Academies trust)

Inkersall Green Road, Inkersall, Chesterfield, S43 3SE

Telephone: 01246 472370

Mail: info@inkersall.derbyshire.sch.uk

Complaints Policy devised 2018 and reviewed May 2019, to be reviewed after the AGM 2020