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Hillbrook PFTA Complaints Procedure Policy

Introduction

This policy sets out the principles for the Complaints Procedures within Hillbrook PFTA. It is relevant to all within the association and is endorsed by the committee of Hillbrook PFTA. It will be reviewed yearly to ensure that it remains appropriate to the Organisation and its volunteers needs.

As Committee Members and Trustees of Hillbrook PFTA we understand it is our duty to make decisions that are in the best interests of the PFTA. 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 PFTA.

Applicability

This applies to every member of the Hillbrook PFTA.

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

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

- 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 committee will meet to discuss any complaint made within two weeks of receipt of the written complaint.
- 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 seven days prior to the meeting.
- At the meeting the complainant should detail their grounds for complaint PFTA may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by the PFTA in response to a complaint will be confirmed in writing within seven days with details of any action to be taken.

Approved By Trustees	Date: 16th July 2024
Next review by: This policy will be reviewed by the Hillbrook PFTA committee annually before the AGM.	

These model policies do not constitute legal advice or attempt to cover all situations that your association may require. We recommend that you use these model policies as a starting point to develop policies that cover your precise needs and situation. These policies are based upon our best interpretation of current guidance that has been provided by a range of sources. We will endeavour to update these policies regularly with any relevant changes.

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