



## FOSV Complaint Handling Policy

The trustees of the charity are dedicated to achieving the charitable aims as set out in our Constitution dated 1<sup>st</sup> November 2016. The trustees are committed to working closely with South View School to help pupils gain the most from their time in school. Through the provision of its policies, procedures, meeting minutes & newsletters, the FOSV Committee intends that parents /carers will be able to see where money raised is spent and understand in overview the decisions of the Committee. However, it is recognised that complaints may arise, either about a Committee decision, individual Committee members or a volunteer at a FOSV run event. If any such complaint does arise, please follow the procedure set out below so that the charity can work to address your concerns.

**The First Step** – Please arrange to discuss any concerns either face to face with the chair of the charity whose details will be available via the charity commission website or via the school office. We hope that most problems can be sorted out this way. If the complaint is about the chairperson then please alternatively arrange to discuss any concerns with either the deputy chairperson, the treasurer or the secretary.

**The Second Step** – If, after speaking to the relevant person above, and having allowed sufficient time for them to deal with the issue, you do not feel that your concern has been properly dealt with, then you should make a formal written complaint to the Committee of Friends of South View, addressing your envelope to the care of the school's address. All complaints will be treated in confidence.

**Acknowledging the Complaint** - You will receive an acknowledgement from the Chair within ten school working days. The acknowledgement letter will also indicate the date by which you can expect to receive the written response to your formal complaint letter. This will normally be within five school working days from the date of the next committee meeting. Committee meeting dates are circulated regularly throughout the school year via newsletters and are usually held approximately every two months.

**Complaint Response** - The Chairperson will reply to the complainant in writing giving a full explanation of the decision of the committee, the reasons for it and, where appropriate, what action the committee proposes to take. In the event that the complaint is made about the Chairperson, the Secretary or Treasurer will perform the above role. The letter will be sent within the timeframe set out in the acknowledgement letter. The letter should also inform the complainant that if they are not satisfied with the outcome, they may complain to the Head Teacher by following the school complaints procedure.

Complaint Timeframe - We will use our best endeavours to address complaints in a timely and efficient manner; however, there will be times when timescales may need to be adjusted. If, at any stage of the process, we believe we are unable to meet the timescales which have been provided to you, the Chair will contact you to explain the reasons for any delay and to provide you with a new timescale for the conclusion of that part of the process.

Taking Matters Further – If you are dissatisfied with the response of the charity to your formal complaint letter, then you will have the right to make your complaint to the charity's commission and further advice on this is available here <https://www.gov.uk/complain-about-charity>  
This policy shall be reviewed every three years or earlier if the committee deem it necessary.

Policy Updated on 19<sup>th</sup> September 2021

Policy to be Reviewed by 19<sup>th</sup> September 2024