Friends of Indian Queens School (FOS)

Complaints Procedure Policy

Introduction

This policy sets out the principles for the Complaints Procedures within Friends of Indian Queens School (FOS). It is relevant to all within the association and is endorsed by the committee of Friends of Indian Queens School (FOS) It will be reviewed yearly to ensure that it remains appropriate to the Organisation and its volunteers needs.

As Committee Members and Trustees of Friends of Indian Queens School (FOS) we understand it is our duty to make decisions that are in the best interests of the Friends of Indian Queens School (FOS). 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 Indian Queens School (FOS).

Applicability

This applies to every member of the Friends of Indian Queens School (FOS).

The Friends of Indian Queens School (FOS) defines a complaint as an expression of dissatisfaction in the Friends of Indian Queens School's (FOS) actions or the standard of service provided.

Our Friends of Indian Queens School (FOS) takes the following steps to identify and deal with any complaint made against the Friends of Indian Queens School (FOS):

- 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 14 days 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 7 days prior to the meeting.

- At the meeting the complainant should detail their grounds for complaint Friends of Indian Queens School (FOS) may ask questions of the complainant. Minutes of the meeting will be taken.

- Any decision made by the Friends of Indian Queens School (FOS) in response to a complaint will be confirmed in writing within 14 days with details of any action to be taken.

This policy will be reviewed annually by the Friends of Indian Queens School (FOS) committee prior to the AGM.

Date adopted: 16th October 2025