



ST ANTHONY'S PSA  
 St Anthony's Catholic Primary  
 School  
 Primate Road  
 Titchfield Common  
 Fareham  
 Hampshire  
 PO14 4RP



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Reg Charity #: 1182582

## Complaints Policy St Antonys PSA

Date	Version	Author	Ratified	Next Review
April 2025	1.0	Joanne Walsh	Clare Hulme	April 2026
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No	Heading	Page
1	Introduction	2
2	Applicability	2
3	Procedure	2



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## **1. Introduction**

This policy sets out the principles for the Complaints Procedures within St Anthony's PSA. It is relevant to all within the association and is endorsed by the committee of St Anthony's PSA. It will be reviewed annually to ensure that it remains appropriate to the Organisation and its volunteers needs.

As Committee Members and Trustees of St Anthony's PSA we understand it is our duty to make decisions that are in the best interests of the PTA. 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 PTA.

## **2. Applicability**

This applies to every member of the St Anthony's pSA

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

## **3. Procedure**

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

- We make all new committee members aware of this policy
- Complaints should be made in writing via email to the committee, 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 10 working days of receipt of the written complaint.
- The committee will respond to the complainant, acknowledging the complaint. The committee will conduct a fact find where indicated and respond to the

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- complainant detailing the committee decision whether there will be any further discussions or meetings or investigations 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 working days prior to the meeting
- At the meeting the complainant should detail their grounds for complaint PTA may ask questions of the complainant. Minutes of the meeting will be taken.
- Any decision made by the PTA in response to a complaint will be confirmed in writing within 7 working days with details of any action to be taken

This policy will be reviewed annually by the St Anthony's PSA committee.