**The Maynard Parents Association (MPA)**

**Complaints Procedure Policy**

**September 2025**

**Introduction**

This policy sets out the principles for the Complaints Procedures within The Maynard Parents Association. It is relevant to all within the association and is endorsed by the Trustees of The Maynard Parents Association. It will be reviewed annually to ensure that it remains appropriate to the Organisation and its volunteers needs.

As Members of The Maynard Parents Association we understand it is our duty to make decisions that are in the best interests of the MPA. 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 the MPA.

**Applicability**

This applies to every member of The Maynard Parents Association.

The MPA defines a complaint as an expression of dissatisfaction in the MPA’s actions, or the standard of service provided.

The MPA takes the following steps to identify and deal with any complaint made against the MPA:

* We make all new Trustees and Members aware of this policy
* Complaints should be made in writing to the Trustees 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 Trustee.
* The Trustees will meet to discuss any complaint made within 14 days of receipt of the written complaint.
* The Trustees will respond to the complainant, detailing the Trustees 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 Trustees, the complainant may bring additional representatives with them. The complainant is also required to supply any documentation or evidence that they wish the Trustees to view at least 5 days prior to the meeting.
* At the meeting the complainant should detail their grounds for complaint. The Trustees may ask questions of the complainant. Minutes of the meeting will be taken.
* Any decision made by the Trustees 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 Maynard Parents Association Trustees prior to the AGM.