



Complaints Policy

- All complaints must be addressed with the Chair or Vice Chair
- Verbal Complaints can be discussed privately upon request during any meeting
- All complaints will be dealt with by the Chair or Vice Chair with transparency and integrity
- Any complaints where the complaint raised contravenes any of our policies will be dealt with by the Chair or Vice chair, where required action will be taken which may include the suspension of membership
- Any written complaints can be submitted via email to walsallwtonparentgroup@gmail.com which will be accessed by the Chair or Vice Chair
- In the event a complaint is regarding the Chair or Vice Chair, the secretary may be contacted.

Approved Complaints Policy at Committee meeting on:

Review date:

Signature:

Date: