



friends

OF HOLMEWOOD

Complaints Handling Policy

In order to work effectively, the Friends of Holmewood recognises it needs to handle data appropriately and deal with complaints.

Through the provision of its policies and procedures the Friends of Holmewood Committee intends that parents and staff will be able to see where funds raised are spent and understand in overview the decisions of the Committee. However, it is recognised that complaints may arise, either about a Committee decision or individual Committee members.

In the event of a complaint the following procedure will apply:

- The Chairman will reply to the complainant, having satisfied themselves as to the nature of the complaint and the action of the member / Committee if not already known.
- In the event that the complaint is made about the Chairman, the Secretary or Treasurer will perform the above role.
- If the matter is not resolved the FOH Committee will meet to decide the response and then follow the Holmewood House School complaints procedure which escalates any issues to the Headmaster.