**Fantastic Fox Wood PTA Complaints Procedure**

**Making a complaint about the PTA**

1.   If you feel that the PTA has failed to meet its requirements and you want to complain in the first instance you should contact the Chair of the PTA.

2.   If the complaint received by the PTA is in respect of the Chair, the complaint should be referred to the Secretary and Treasurer. If it is about all of the Trustees it should be reported to the Head       Of School.

3.   The PTA would expect that the vast majority of all complaints you have about the service from the PTA could be resolved at the first point of contact. You are encouraged to contact the PTA to let the PTA know of any problems and give the PTA the opportunity to put it right as soon as the PTA can.

4.   If, after you have contacted the Chair, you are still not satisfied or the issue has not been resolved, then you have the right to raise the matter with the school. You can do this by contacting the school office and asking to speak to the Head Of School.

**Registered office**

Fox Wood School,

Holes Lane,

Warrington,

WA1 4LS

**Contact details**

01925 - 811534

pta@foxwoodschool.org.uk

**Regulatory authority**

Charities Commission UK