

# North Bay Patron Committee Feedback and Complaints Policy

The purpose of this policy is to provide a procedure for questions, comments or complaints relating to the North Bay Patron Committee that is clear and easy to use.

## 1. Scope

This policy applies only to questions, comments or complaints relating to the actions of the Patron Committee and volunteers of the North Bay National School Project, while carrying out their duties to protect the ethos of the school and during fundraising activities. This does not in any way apply to the performance or actions of the teaching staff of North Bay Educate Together NS. Any issues, concerns, or complaints in relation to the operation of the school or its staff should be directed to the Chairperson of the Board of Management or to the principal.

## 2. Procedure

- To provide feedback, or make a formal complaint to the Patron committee, please email the secretary of the Patron Committee at [patron@northbayetns.com](mailto:patron@northbayetns.com) , providing as much information as possible.
- Where the communication is feedback or a question, the secretary will acknowledge receipt within 2 weeks and address the feedback or question directly.
- Where the communication is a complaint, the secretary will acknowledge receipt of the complaint within 2 weeks.
- The secretary will review the complaint with the Chairperson of the Patron Committee.
- Depending on the nature of the complaint, the Chairperson may convene an EGM. Otherwise, the complaint will be reviewed at the next Patron Committee meeting.
- After this meeting, a response will be issued to the complainant, within 1 week, outlining any further action that may be taken in relation to the complaint.

## 3. Further Action

If an individual is not satisfied with the manner in which their complaint has been handled by the Patron Committee, that individual has a right to raise their concerns the Charities Regulator.