



## **HPPA Policy Suite**

Published: September 2025

### **HPPA Complaints Procedure Policy**

#### **Introduction**

This policy sets out the principles for the Complaints Procedures within Hampton Primary Partnership Association (HPPA). It is relevant to all within the association and is endorsed by the committee of HPPA. It will be reviewed annually to ensure that it remains appropriate to the Organisation and its volunteers needs.

As Committee Members and Trustees of HPPA we understand it is our duty to make decisions that are in the best interests of the PTA. 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 our PTA.

#### **Applicability**

This applies to every member of HPPA.

The PTA defines a complaint as an expression of dissatisfaction in the PTA's actions or the standard of service provided.

Our PTA takes the following steps to identify and deal with any complaint made against the PTA:

- We make all new committee members aware of this policy
- Complaints should be made in writing to the committee 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 elected committee member.
- The committee will meet to discuss any complaint made within 7 days of receipt of the written complaint.
- The committee will respond to the complainant, detailing the committee 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 committee, the complainant may bring additional representatives with them. The complainant is also required to supply any documentation or evidence that they wish the committee to view at least 5 days prior to the meeting
- At the meeting the complainant should detail their grounds for complaint. PTA may ask questions of the complainant. Minutes of the meeting will be taken.



- Any decision made by the PTA in response to a complaint will be confirmed in writing within 7 days with details of any action to be taken (as required). The Committee decision is final.
- The Committee can take the view collectively that a complaint/complainant is vexatious with repeated and unacceptable expectations for response or activity. No further response will be issued after a complainant has been noted that the Committee consider the approach to be vexatious.

This policy will be reviewed annually by the Trustees.

## **Conflict of Interest Policy**

### **Introduction**

This policy sets out the principles for Conflict of Interest within HPPA. It is relevant to all within the association (including Trustees) and is endorsed by the committee of HPPA. It will be reviewed annually to ensure that it remains appropriate to the Organisation and its volunteers needs.

As Committee Members and Trustees of HPPA we understand it is our duty to make decisions that are in the best interests of the parent teacher association (PTA). 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 our PTA.

### **Applicability**

This applies to every elected members of the HPPA committee.

Our PTA takes the following steps to identify and deal with any conflicts of interest:

- We make all new committee members aware of this policy
- We ask all committee members to declare any conflict of interest
  - 1) When they are appointed
  - 2) At the beginning of each meeting
  - 3) Whenever a committee member becomes aware of a possible conflict of interest
- Any committee member with an identified conflict of interest is asked to withdraw from any discussion of and/or vote on that issue.
- Where conflicts of interest arise we will detail in the minutes of the meeting how this has been addressed
- The PTA will work to make sure there is a good mix of parents and staff across the school involved within the PTA. This will stop any one part of the school being overly-represented.
- Where decisions made may favour one year group, subject area or particular aspect of the school over others we will ensure we have consulted with our



- members and over time will ensure that all aspects of the school will benefit equally.

This policy will be reviewed annually by the HPPA Committee.

## Useful Links

<https://www.parentkind.org.uk/Info-sheets/Conflicts-of-interest>

## Safeguarding Policy

### Introduction

This policy sets out the principles for safeguarding within HPPA. It is relevant to all within the association and is endorsed by the committee of HPPA. It will be reviewed annually to ensure that it remains appropriate to the Organisation and its volunteers needs annually.

### Responsibility

Parent Teacher Associations (PTAs) have a duty of care to consider the safety of children and vulnerable adults. This should be taken into consideration when risk assessing a PTA event and the duration of such events.

It is best practice for PTAs to have a set of procedures in place and guidelines for volunteers to follow at events, this may be developed with guidance from the school

All PTA members should be aware of the person responsible for safeguarding within the school. The school may provide training for PTA members on safeguarding and the procedures to follow or the PTA may arrange their own training for its volunteers

We work collaboratively with the school on events and ensuring that children are kept safe, in line with the schools safeguarding policies.

HPPA will undertake a risk assessment for all "events" which involve the children including discos, fetes, etc

For events such as discos for Infants, we ensure that staff/parents/carers or a responsible adult are in attendance to safeguard their own children

HPPA informs the school office of volunteers – noting those who have DBS checks in place and ensuring appropriate coverage for all volunteers.

We only serve alcohol at adults events and the fayre where we have specific guidance around ensuring safe levels of consumption.

### What to do if you have concerns about a child

You may have concerns about a child because of something you have seen or heard or a child may choose to disclose something to you.

If a child discloses information to you, you should:

- Listen to the child without displaying shock or disbelief



- Accept what is said and reassure the child, do not make promises that you may not be able to keep , e.g. 'Everything will be alright now'
- Do not ask leading questions and do not interrogate the child – this is not your responsibility to investigate
- Explain to the child what you have to do next and who you have to talk to
- Take notes, if possible, or write up the conversation as soon as possible afterwards
- Contact the school safeguarding officer or a member of the school leadership team as soon as possible

### **Guidance for Events:**

- All Events should be risk assessed
- Events where children are dropped off and collected – a register should be available and children should be checked in and out of the event. The PTA should have a list of any child being collected by another parent/carer or travelling home alone
- Contact details for the child's parent/carer may be collated by the PTA for the event
- Exits should be monitored to ensure children cannot leave an event unattended
- If this is a regulated activity the volunteer will need an Enhanced DBS check.

This policy will be reviewed by HPPA annually.

### **Useful Links**

<https://www.parentkind.org.uk/Info-sheets/Volunteer-checks>

### **Code of Conduct**

#### **Introduction**

This Code of Conduct binds both committee and non-committee members of HPPA.

These guidelines describe the basic expectations for behaviour and the importance for all members to conduct themselves professionally and ethically, and will run alongside our constitution, which is a legally binding document.

In order for the PTA to function successfully it is essential that all members agree to follow these guidelines while in acting in association with the PTA.

#### **The Code**

- Any parent or guardian of a pupil attending HPPA and all members of school staff are deemed to be members of the PTA, with the vested interest in enhancing the school for all pupils.
- All work done on behalf of the PTA is voluntary and is done for no personal gain.
- All members will act in the best interest of the PTA and the school.



- All members will be encouraged to make relevant and positive contributions to meetings they attend.
- All members have the right to be heard and must respect each other's opinions.

All members have the right to communicate together responsibly. We use Classlist to contact our school community and reminders via school email system as required. Any matters relating to the school, should be directed to the school office.

Any items emailed through to the PTA email address may not be answered immediately. All committee members work on behalf of the PTA on a voluntary basis, in their free time and may not be able to address issues straight away. Any query raised will need to be discussed by the committee and if necessary will be added to their next meeting agenda.

The committee will work to the rules stated in their constitution. As per the constitution, decisions will be made by a majority vote of the elected committee members. The committee may from time to time consult with the wider membership, however the committee's decision is final.

All members must ensure that any material or discussion of a confidential nature, especially matters concerning individual staff, pupils or parents/guardians, is confined to the meeting, attended only by elected committee members. Names will be blacked out of the meeting minutes, if necessary.

The committee should be made aware of any conflict of interest and the person involved should withdraw from any discussion pertaining to that subject.

All members must respect the School and personal property.

All paperwork and assets relating to the PTA are the property of the PTA, and not that of the individual. When leaving the PTA a member should return any relevant paperwork or assets to the PTA Committee.

Should it be deemed by the committee that any member has disregarded this code or their actions have brought the PTA or the school into disrepute, the committee has the right to exclude that member from future involvement. The procedure for removal of a PTA member or PTA committee member is stated in the constitution.

**Please note written confirmation of compliance of this for HPPA Trustees is held on file.**

## **Volunteering Policy for HPPA**

### **Introduction**

This policy sets out the principles for voluntary involvement within HPPA. It is relevant to all within the association and is endorsed by the committee (or volunteers) of HPPA. It will be reviewed (time scale) to ensure that it remains appropriate to the Organisation and its volunteers needs.



## **Commitment**

HPPA acknowledges the contribution made by its volunteers and is committed to involving volunteers in appropriate positions and in ways that are encouraging and supportive. The organisation also recognises its responsibility to arrange volunteering efficiently so that the volunteer's time is best used to the mutual advantage of all concerned.

## **Definition**

A volunteer is a person who, unpaid and of their own free will, contributes their time, energy and skills to benefit HPPA.

## **Volunteer Co-ordination**

All volunteers should report to the HPPA committee, who will offer guidance and support to the volunteer so they may carry out task effectively. Volunteers may be given an individual name of a committee member to report to.

The nominated committee member with overall responsibility for volunteering within the association is Louise Allen, Chair.

Volunteers will have a clear and concise task description, will be properly briefed about the activities to be undertaken and be given all necessary information and equipment to enable them to complete the activities.

It is the volunteer's responsibility to ensure they understand the task they have been given and to raise any concerns or training needs before undertaking any activity

## **Rights and Responsibilities**

The association recognises the rights of volunteers to:

- Know what is expected of them
- Have adequate support and training
- Receive appreciation
- Volunteer in a safe environment
- Be insured
- Be free from discrimination

## **The association expects volunteers to:**

- Be reliable
- Be honest
- Respect confidentiality
- Carry out tasks in a way that reflects the aims and values of the association
- Carry out tasks within agreed guidelines



- Respect the work of the association and not bring it into disrepute
- Comply with the association's policies.

This policy will be reviewed annually by the HPPA committee.

## **Equal Opportunities Policy for HPPA**

### **Introduction**

This policy sets out the principles for Equal Opportunities within HPPA.

It is relevant to all within the association and is endorsed by the committee of HPPA

### **Commitment**

The HPPA is committed to Equal Opportunities for all members of the association.

### **Definition**

It is our policy that all committee and volunteer decisions are based on the legitimate needs of the association. HPPA will not discriminate on the basis of race, nationality, sex, gender reassignment, marital or civil partner status, disability, religion or belief, age or any other ground on which it is or becomes unlawful to discriminate under the laws of England and Wales.

### **Rights and Responsibilities**

The association recognises the rights of its members to be able to volunteer for the association without fear of discrimination or harassment.

The HPPA commitment to equal opportunities extends to all aspects of volunteering including:

- Election of Committee Members
- Allocation of Tasks
- Conduct Issues, discipline and grievances.

All members have a responsibility to ensure compliance with this policy, to treat other members with dignity at all time and not to discriminate against or harass other members.

This Policy may be amended at any time at the discretion of the current elected committee.

## **Internal Financial Control and Expense Policy**

### **Introduction**



This policy sets out the principles for Internal Financial Control and Expenses within HPPA.

It is relevant to all within the association (including Trustees) and is endorsed by the committee of HPPA.

It will be reviewed annually to ensure that it remains appropriate to the Organisation and its volunteers needs.

## **Applicability**

This policy is applicable to all Trustees and Committee Members who are legally responsible for the running of the association and for all Members of the Association who are entitled to be reimbursed for out-of-pocket expenses which they legitimately incur whilst supporting the delivery of the charity's objects.

## **Bank Account Management**

- The Bank mandate will require two signatures ideally from a pool of three or four signatories.
- The Treasurer will operate the bank account and retain passwords for online banking
- Any payments made through online banking should be authorised

## **Use of Bank Cards**

- Any Bank card issued is the property of the PTA and should be returned to the committee if the card holder is no longer an elected committee member.
- Bank cards should only be issued and used by the authorised bank signatories named on the card.
- Any purchases made using the PTA bank card require a receipt to be handed to the Treasurer for correlation with the bank statement
- All purchases must be agreed by the committee prior to purchase

## **Online Banking**

- Any online banking details issued are to be stored safely and only known to the person they have been issued to.
- If online banking details have been issued to an individual it is for their use only and not to be shared.
- If online banking details have been issued for the association rather than individuals then these should only be known to the current bank signatories that have authority to act on behalf of the association.
- If a single authorisation is required then any payments or transfers should be made only after agreement with the Chair.



- If dual authorisation is required then one person creates the transaction and another signatory authorises the transaction. The committee should have agreed to any payments or transfers in advance.
- If a person with online bank details leaves the committee they should be removed as a bank signatory and the bank notified to remove their online access.

## **Expenses**

All Trustees of the Association may be reimbursed for reasonable expenses incurred whilst carrying out their duties as a Trustee of HPPA . A detailed list is below and all expenses must be approved by (two members of the committee) of whom neither may be the claimant

Receipts must be provided for all expenses.

All claims for reimbursement must be made within 30 days of the date of expense

## **Purchases**

Members of the Association are entitled to be reimbursed for purchases made for the Association. Purchases must be pre-approved by (the Treasurer or Chair) and have already been agreed by the committee as an agreed spending of funds. Where the Chair is submitting the expense this is agreed by the Treasurer in advance and approved by Treasurer for payment.

Any member who has not received pre-approval for a purchase is not guaranteed reimbursement.

Receipts must be provided for all purchases.

All claims for reimbursement must be made within 30 days of the date of purchase

## **Waiving Expenses (Donating Expenses as Gifts in Kind)**

Members who generously waive their expenses or purchases as 'donations' to the Charity inadvertently create some difficulties. If reimbursement of expenses and purchases are not claimed they cannot be entered in to the accounts to show both the true running costs of the Charity and the generosity of its supporters through cash-donations. If the amount of waived expenses and purchases are entered into the Charity Accounts the Charity may not claim Gift Aid on these amounts as 'Gifts In Kind' are excluded from Gift Aid.

## **Changes to the policy**

The Committee reserve the right to change its Expense Policy to maintain consistency with current best practice and the needs of the Charity.

## **Explanatory Notes:**

- Telephone Calls - No reimbursement will be made for telephone calls that have incurred no actual cost as they were covered by a contract which included an allocation of 'free' calls.



- Travel Expenses - Public transport should be used where possible, and if travel is by private vehicle then a mileage allowance will be paid as agreed by the committee in line with guidance provided by HMRC, providing the vehicle used has a valid certificate of Insurance, a valid MOT certificate and road tax ( if required).
- Mileage will be calculated from the normal place of Charity work (Ripley Road)
- Parking costs incurred when on Charity business away from the normal place of Charity work will be reimbursed

This policy will be reviewed annually by HPPA.

## **Internal Risk Management Policy**

### **Introduction**

This policy sets out the principles for risk management within HPPA.

It is relevant to all within the association and is endorsed by the committee of HPPA.

It will be reviewed annually to ensure that it remains appropriate to the Organisation and its volunteers needs annually.

### **Purpose**

The purpose of Risk Management is to identify risks as early as possible, develop a strategy to mitigate those risks and implement a risk management process as part of our PTA event planning process. With regards to HPPA risk management, we have policies in place on finance controls, first aiding, code of conduct etc to ensure risks are managed. If any concerns were in place by Trustees the relevant authorities should be notified.

### **For all PTA events:**

- A Risk Assessment is to be carried out by a committee member to:
  - Identify potential hazards
  - Identify who may be harmed by such hazards
  - Determine whether existing precautions are adequate or whether further action needs to be taken
  - Record your findings on the PTA Risk Assessment template
  - Review your assessment and update when necessary
- Take advice from the school/venue where appropriate – look at previous risk assessments and adhere to recommendations
- Take advice from the HSE where appropriate – [www.hse.gov.uk](http://www.hse.gov.uk)
- A copy of the Risk Assessment to be kept in a designated folder for use by the PTA Committee – this can be used for reference if the same event is being run in the future
- A copy of the Risk Assessment given to the school if requested



- All committee members should be made aware of each risk assessment

This policy will be reviewed by HPPA committee annually.

### **Useful Links**

<https://www.parentkind.org.uk/Info-sheets/Producing-A-Risk-Assessment>

[https://www.parentkind.org.uk/file\\_download\\_resources.aspx?ID=4400](https://www.parentkind.org.uk/file_download_resources.aspx?ID=4400)

### **Social Media Policy**

This policy explains how our association uses social media. It is available and applies to all members of our association.

### **Details of the social media used by our association**

All comms will be managed via Classlist and any emails from school as required. A historic Facebook page will be shut down.

### **Permitted members**

HPPA comms can be added by our Event Leads, Fundraising Leads and Chair. All school families are expected to follow our Reps Guidance and Classlist Guidance.

### **Photographs**

Photographs of children should not be shared by families for safeguarding reasons.

### **First Aid**

We will ensure we have a first aider/s in attendance in line with our risk assessments. The PTA will request medical information from parents/carers for events where children are without parent/carers in attendance. Parents/carers should be forthcoming about this information.

Our events are staffed by volunteers and should be in ratio without the expectation of school staff.

### **Match Funding**

Many organisations provide match funding opportunities for their staff to help raise money for charities. Any requests for match funding should be made to [contacthppa@gmail.com](mailto:contacthppa@gmail.com) where the team will complete any required documentation / including confirmation of funds raised on HPPA headed paper.

Applicants must ensure the accuracy of any statements they make. We also reserve the right to not accept donations from individuals or organisations who do not meet our high ethical standards.

### **Pupil Premium Grant/ Supporting Families**

If you any concerns around accessing our events (which we work to ensure are as inclusive as possible) please contact our Chair on [contacthppa@gmail.com](mailto:contacthppa@gmail.com)



### **Classlist Policy**

Please see our dedicated Classlist Guidance policy.

### **Charity Financial Reserves policy and procedures –**

Reserves are at £2.5k, decision to move into reserves would be with agreement of 3 trustees.

### **Investing Charity Funds and Procedures**

HPPA does not invest in financial markets or other financial products.

### **Engaging in campaigns and political activity policy and procedures**

HPPA does not support political parties or make political statements.

### **Bullying and harassment policy and procedures**

Bullying and Harassment is not permitted in HPPA. Any behaviour of this nature would result in immediate expulsion from the group. Group has been advised to report any issues to Chair and or Treasurer for dealing with. If a complaint was made, the complaints procedure would be followed. if you want to whistleblow, please do so to the Head, Chair, Treasurer or relevant authorities if of a serious nature.

### **Serious Incident Reporting**

All events have risk registers in place and any issues would be escalated to Heads of School or the relevant authorities to agree next steps in the event of a Serious Incident. We have full insurance in place .

### **Engaging external speakers at charity events policy and procedures –**

Please note that HPPA does not engage external speakers. We do however, invite authors into school for WBD and opening of the reading den for example. These speakers are supported by class teachers and school leadership throughout the time on school premises, and at no point are solo with the children.



## **Whatsapp Policy**

With regards to the decision to introduce Classlist, this was due to several reasons including – implementing one channel of communication for clarity as called for by many parents and carers, data compliance and wider privacy concerns.

Specifically, UK schools have been directed not to use WhatsApp for official or professional communication due to privacy, security, and legal risks. Its use is against its terms of service for non-personal use, compliance issues with data protection laws like GDPR, and can create issues with data management, professional boundaries, and potential data breaches. It is advised that school communication instead use official, approved channels with better control and security. Further detail is included below:

WhatsApp's terms of service state it should not be used for non-personal, professional purposes.

- WhatsApp shares phone numbers with all group members.
- Data is transferred to countries outside the EU, including the US, creating compliance issues with GDPR.
- School and HPPA cannot easily access or control data, making it difficult to comply with requests like a Subject Access Request.
- There is no way for the organisation to audit the content of communications.
- School and HPPA cannot control who joins or leaves groups, or the devices on which data is stored which risks families being excluded which is not in line with our inclusive policy
- Commentary can include inappropriate communication and professional conduct risks, which can not be moderated

Unlike Whatsapp, messages that are sent out from HPPA are received by all Classlist members simultaneously ensuring consistency of approach, putting less pressure on reps to send out information. We are sending one comms per week via the HPPA Weekly Roundup with all relevant news so there is consistent communications for all parents and carers. Parents and carers can also manage their own notifications as they wish.

Any urgent messages for school will of course be shared by Arbor or via the office.

With regards to privacy, HPPA has been clear that signing up does not require personal details to be included and shared how to retrospectively change them if people wish to do so.

Regarding ease of use, all new members are quickly added on the platform and discussions are more effectively grouped rather than a stream of content.

Parents and carers can of course use Whatsapp as they wish – however, HPPA and school messages will not be shared via Whatsapp, and Reps cannot be admins of groups and share these messages as is the policy as agreed by school leadership and HPPA trustees.