



Complaints Policy

Staffordshire Parent Carer Forum (StaffsPCF) views complaints as an opportunity to learn and improve for the future, as well as the chance to put things right for the person that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- The existence of a complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at StaffsPCF knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, received and that relationships are repaired.
- To gather information which helps us to improve what we do.

Definition of a complaint

A complaint is an expression of dissatisfaction, justified or not, about any aspect of StaffsPCF.

Where complaints come from

Complaints may come from any person or organisation who has a legitimate interest in StaffsPCF.

Informal Complaint

You can make a complaint at any time, the person you are speaking to will try to resolve the issue. You can ask to speak to the Forum Chair if you wish. If you are not satisfied with the outcome you can make a formal complaint.

Formal Complaints

You can make a formal written complaint at any time. However, we will only investigate complaints about incidents that have occurred in the six months prior to the complaint. A complaint can be received verbally, by phone, by email or in writing, outlined below.



Once received the Steering Group will write to you within five working days to acknowledge the complaint has been received. The Appropriate Steering Group Member will investigate your complaint and respond to you within a further 28 working days from the initial response. We will advise you on how to appeal if you are still not satisfied.

Appealing

If the complaint is not resolved to your satisfaction you can request a review. You must do this within 28 working days of receiving your written response from the Forum. The Chair/Co-Chair will write to you within five working days to acknowledge receipt of the complaint. An investigation will be carried out by the Chair / Co-Chair of the Steering Group supported by Support Staffordshire or Contact.

Within 28 working days the Chair will make a decision which will be final. We will write to you to tell you our response and the reason we made this decision.

If the complaint is about the Chair, and the Co-Chair has already dealt with the first complaint, then Support Staffordshire or Contact will support the Vice Chair. You may be offered a facilitated meeting with the Chair and Support Staffordshire or Contact.

At any stage the complainant can be assisted and/or accompanied by another person. The Appropriate Steering Group Member will report to the steering group any complaints received and responses made. Complaints will be monitored and information from them will be fed into the planning process.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with Staffordshire Parent Carer Forum Steering Group.

Staffordshire Parent Carer Forum



Complaints should be submitted to:

Staffordshire Parent Carer Forum

info@staffspcf.co.uk

Date first agreed: 5th October 2021
Agreed by: StaffsPCF Steering Group
Next review date: October 2022
