



Complaints Policy

Staffordshire Parent Carer Forum (StaffsPCF) view's 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 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 an informal complaint at any time; the person you are speaking to will try to resolve the issue. You can ask to speak to one of the Steering Group Members if you wish. If you are not satisfied with the outcome, you can make a formal complaint.

Formal Complaints

If the matter is serious or you don't think it can be resolved informally, you should make a formal complaint. We will only investigate complaints about incidents that have occurred in the six months prior to the complaint. A formal complaint can be received verbally, by phone, by email or in writing, outlined below.



Once received, an appropriate Steering Group Member will write to you within ten 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 host organisation, Support Staffordshire, will write to you within ten working days to acknowledge receipt of the appeal. An investigation will be carried out by an independent member of the Steering Group supported by Support Staffordshire.

Within 28 working days a nominated independent member of the Steering Group 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 designated Steering Group member, who has already dealt with the first complaint, then Support Staffordshire will support an independent Steering Group member for the appeal. You may be offered a facilitated meeting with a member of the Steering Group and Support Staffordshire.

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 annual reviews.

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.

Complaints should be submitted to: Staffordshire Parent Carer Forum

Email address: info@staffspcf.co.uk or consultancy@supportstaffordshire.org.uk

Date first agreed:	5 th October 2021
Agreed by:	SPCF Steering Group
Reviewed on :	10 th February 2026
Next review date:	10 th February 2028
