



Complaints Policy

1. Policy Statement

1.1) SNAP PCF strives for high standards in the participation, engagement and involvement of the parent carer forum. We welcome any communication from individuals, forums, charities and any other organisation on all aspects of the parent carer forum. The communication is invaluable in helping us to evaluate and improve our activity.

1.2) SNAP PCF understands that complaints may be received from time to time and want to ensure that there is a clear process for those complaints to be made and dealt with. Complaints about the parent carer forum, any individual member of staff, parent representative or steering group member will be taken seriously and action will be taken where necessary to deal with any issues and improve our service for the future.

1.3) SNAP PCF believes that everyone in the organisation has a responsibility to handle complaints effectively, learn from them and improve.

1.4) SNAP PCF believes if you are unhappy with an aspect of the forum that in the first instance you feel able to speak to someone directly to discuss your concern in an informal manner as quickly as possible by the complainant. However if this is not possible please follow the complaints procedures outlined below.

2. Overview

2.1) The objectives of SNAP PCF Complaints policy are to:

2.2) Ensure everyone knows how to provide feedback and how a complaint handled.

2.3) Have a clear process of who to complain to, how a complaint is dealt with, a clear timeline of the complaint process, who will respond to you and how, what to do if you are unhappy with the response.

2.4) Ensure that all complaints are dealt with fairly, consistently and sensitively.

2.5) SNAP PCF Steering Group will ensure that we:

2.6) Where possible we will treat all complaints as confidential.

2.7) We will listen carefully and be open to hearing the complaint.

2.8) Record, store and manage all complaints accurately and in accordance with the Data Protection Act.

2.9) Investigate complaints fully, objectively and within the stated timeframe.

2.10) Notify the complainant of the results of the investigation and any right of appeal.

2.11) Notify the complainant of any action that will be implemented.

3) Complaints Procedure

3.1) There are two stages of the complaints procedure:

Stage One – Internal Complaint

Stage Two – External Complaint

3.2) **Stage One**

To make a complaint in the first instance please contact our Participation Manager kirsty@snappcf.org.uk or telephone 07805 002163. If the complaint is about the Participation Manager then the complaint should be sent to the Chairperson martha@snappcf.org.uk or telephone 07984 545044.

3.3) In attempting to resolve the issue, the complaint will be listened to and acknowledged, we will do our utmost to clarify the nature of the complaint and what the complainant wants to happen as a result of their complaint.

3.4) SNAP PCF aims to settle complaints quickly and satisfactorily. The complaint if upheld may be resolved informally by way of an apology, by providing an explanation of why a situation occurred, or by another appropriate action.

3.5) Complaints will be acknowledged within seven working days and you will receive a final response within 30 working days. Either the Participation Manager, director or a member of the Steering Group will investigate your complaint and respond to you.

3.6) The complaint will be held on file for 12 months, if the complaint is not upheld then no record will be kept.

3.7) **Appeal**

If you are unhappy with the outcome of your complaint then you have 14 working days to appeal and progress to Stage Two of the complaint procedure.

3.8) **Stage Two**

If an individual is disagrees with the decision from Stage One they can request an Independent Review within 14 working days and progress to Stage Two.

An appropriately experienced individual who is not a member of SNAP PCF would be asked to review the complaint and any investigation or actions taken.

The independent individual would then make a recommendation about whether:

- a) They feel the investigation and decision was arrived at appropriately.
- b) If they disagree then would make recommendations.
- c) This is the final stage of the complaints policy; the independent review will be upheld by SNAP PCF Steering Group and the matter will closed.

4) Anonymous Complaints

4.1) Complaints sent anonymously will be recorded and considered, however any action would be limited if further information needed could not be ascertained to carry out a fair and full investigation.

5. Data Protection

To process the complaint, SNAP PCF will hold personal data about the complainant, which the individual provides and which other people give in response to investigating the complaint. The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involves conduct of third parties.

Monitoring and Review

This is the current version of SNAP PCF Complaints Policy. The policy will be reviewed every two years or earlier if required in the light of any complaint or should relevant legislation change.

Last Reviewed: 11th of November 2017

Name: Kirsty Green

