

# Sheffield Parent Carer Forum

## Comments and complaints policy



<b>Approved by:</b>	SPCF Management Committee
<b>Approved on</b>	??
<b>Reviewed on:</b>	4 <sup>th</sup> November 2011, by SPCF Management Committee 11 <sup>th</sup> October 2013, by SPCF Management Committee 16 October 2015, by SPCF Management Committee 19 <sup>th</sup> October 2018, by SPCF Management Committee
<b>Next review due on:</b>	October 2021

## STATEMENT OF INTENT

Sheffield Parent Carer Forum (SPCF) provides information and support to parent carers of children and young people with disabilities and special educational needs, and to professionals who work with those families in Sheffield. We need suggestions and feedback from our users to help us maintain and improve our services. We set out below how you can help us do this.

## MAKING COMMENTS AND SUGGESTIONS

If you wish to make suggestions or comments on any aspect of SPCF, you can either speak to a member of staff or volunteer or write to SPCF.

All suggestions and comments are recorded, reviewed regularly by the Participation Coordinator, and responded to where appropriate.

## MAKING A COMPLAINT

### **Informal complaints**

You can make an informal complaint at any time. The person you speak to will try to resolve it immediately. You can ask to see the Participation Coordinator if you wish. If you then feel that your complaint has not been satisfactorily resolved, 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 our current services, or incidents occurring in the six months prior to the date of the complaint.

You should write to the Participation Coordinator or the Chair at the following address

Sheffield Parent Carer Forum  
St Mary's Community Centre  
Bramall Lane  
Sheffield  
S2 4QZ

We will write to you within 5 working days to let you know we have received your complaint. The Participation Coordinator will investigate your complaint and respond within 28 working days. We will advise you how to appeal if you are still not satisfied.

### **Appealing**

If the complaint is not resolved to your satisfaction, you can request a review by writing to:

The Chair of the Management Committee  
Sheffield Parent Carer Forum  
St Mary's Community Centre  
Bramall Lane

Sheffield  
S2 4QZ

You must do this within 28 working days of the written response from the Participation Coordinator. The Chair will write to you within 5 working days to let you know we have received your complaint. An investigation will be carried out by the Chair and one other Management Committee member. Within 28 working days, the Chair will make a decision which is final. We will write to you to tell you of our decision and our reasons for making it.

At any stage, the complainant may be assisted and/or accompanied by another person.

The Participation Coordinator will report to the Management Committee any complaints made and the responses given. Complaints will be monitored and information from them will be fed into the planning process.