

# 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<br>11 <sup>th</sup> October 2013, by SPCF Management Committee<br>16 October 2015, by SPCF Management Committee<br>19 <sup>th</sup> October 2018, by SPCF Management Committee<br>21 January 2022, by SPCF Management Committee |
| <b>Next review due on:</b> | January 2025  |

## 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 welcome 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.

It should be noted this Policy refers to comments and complaints from outside of SPCF. Any members of staff or volunteers who have concerns should refer to the Staff Grievance and Disciplinary Procedures in the first instance.

## 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 Director of Operations, and responded to where appropriate.

## MAKING A COMPLAINT

### **Informal complaints**

You can make an informal complaint to a member of staff, trustee or volunteer at any time. The person you speak to will try to resolve it immediately.

If you then feel that your informal 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, to make the best use of our organisation's limited resources, we will only investigate complaints about our current services, or incidents occurring in the six months prior to the date of the complaint, except in very exceptional circumstances.

You should write to the Chair at the following address:

Email: [enquiries@sheffieldparentcarerforum.org.uk](mailto:enquiries@sheffieldparentcarerforum.org.uk)

Post: 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 Chair will investigate your complaint and respond within 28 working days. We will advise you how to appeal if you are still not satisfied.

### **Appealing a Formal Complaint**

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

Email: [enquiries@sheffieldparentcarerforum.org.uk](mailto:enquiries@sheffieldparentcarerforum.org.uk)

Post: 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 Chair. The Management Committee will write to you within 5 working days to let you know we have received your appeal. An investigation will be carried out by the Management Committee. Within 28 working days, the Management Committee will make a decision which is final. We will write to you to tell you of our decision and our reasons for making it.

#### FURTHER INFORMATION

At any stage of the complaints process, you (the complainant) may be assisted and/or accompanied by another person if you need this support to participate in the process.

The Director of Operations will report to the Management Committee any comments, suggestions and complaints received together with the responses given. Complaints will be monitored and information from them will be fed into the planning process.