



Charity number 117499

## **East Yorkshire Parent Carer Forum COMMENTS AND COMPLAINTS POLICY**

### **1. STATEMENT OF INTENT**

East Riding Parent Carer Forum (EYPCF) aims to provide its members with a fair and high quality service, within its aims and priorities and welcomes feedback from members, professionals and organisations it works with, on all aspects of its work.

Suggestions and feedback from our users is vital to help us develop, maintain and improve our services. We set out below how you can help us do this.

### **2. MAKING COMMENTS, SUGGESTIONS AND COMPLIMENTS**

We are keen to hear any comment, suggestion or compliment on any aspect of the Forum or our work, you can either speak to a member of staff or volunteer or write to the Forum.

All comments, suggestions and compliments are recorded, reviewed regularly by the administrator, and responded to where appropriate and used to inform our planning process.

### **3. MAKING A COMPLAINT**

#### **3.1 What is a complaint?**

A complaint is an expression of dissatisfaction by anyone using our services whether justified or not. Any individual or organisation can make a complaint if they feel the EYPCF have:

- Failed to provide a service or adequate standard of service
- Delayed in providing a service
- Made a mistake
- Provided an unfair service
- Failed to act in a proper way

### **3.2 Informal complaints**

You can make an informal complaint at any time by speaking to the administrator or a steering group member as soon as possible after the complaint arose. The person you speak too will try to resolve it immediately in consultation with the Co chairs of the steering group. If you still feel that your complaint has not been satisfactorily resolved, you can make a formal complaint.

### **3.3 Formal complaints**

Formal complaints should be made in writing marked private and confidential for the co chairs attention and sent to the email address or postal address below. Please ensure you include your name, address, telephone number and email and if appropriate the organisation you represent. We cannot accept anonymous complaints. Please give as much detail as possible.

If you feel unable to put the complaint in writing then please contact the administrator on 07813 676941 who will record all the details on a complaint form with you. A copy will be sent to you within 3 working days. You can request a copy of this complaints policy.

Please note we will only investigate complaints about our current services, or incidents occurring in the six months prior to the date of the complaint. Written complaints can be sent to:

East Yorkshire Parent Carer Forum,  
East Riding Business Centre, Unit4,  
Annie Reed Road  
Beverley  
HU17 7BP

You can also email [admin@eypcf.co.uk](mailto:admin@eypcf.co.uk) .

## **4. WHAT WE WILL DO.**

- We will correspond with you within 5 working days to let you know that we have received your complaint.
- The administrator/Co-Chairs will investigate your complaint and respond in writing within 28 days. They may delegate the investigation to another member of the steering group who will report the outcome back to them.
- If we are not able to complete the investigation within 28 days we will keep you informed.
- We will apologise where appropriate
- We will learn from the complaint and identify changes to prevent it happening again
- We will advise you how to appeal if you are still not satisfied.

## 5. APPEALING

If the complaint is not resolved to your satisfaction, you can request a review by emailing the co-chairs at [admin@eypcf.co.uk](mailto:admin@eypcf.co.uk) or writing to the address above and marking it private and confidential for the co chairs. You must do this within 28 days of the written response from the administrator.

## 6. WHAT WE WILL DO

- The Co-Chair will correspond to you within 5 working days to let you know we have received your appeal.
- The appeal review will be carried out by the Co-Chairs or Vice-Chair and at least one other Steering Group members not involved in the previous investigation. The purpose of the appeal panel is to ensure your complaint was dealt with properly and fairly and whether an appropriate decision has been reached, **not to reinvestigate the complaint.**
- Within 28 working days, the Co-Chair will make a decision which is final and no further correspondence will be entered into. 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. If a complaint is made about an individual member of the EYPCF or its staff they will be supported throughout this process by a member of the steering group or independent person.

## 7. MONITORING

Complaints, comments and compliments are important tools alongside evaluations and feedback from members to learn how we can improve our ways of working.

The administrator will report to the Steering Group any comments, compliments or complaints made and the responses given every 6 months. These will be monitored and information from them will be fed into the planning process.

## 8. LEGAL ISSUES

There maybe occasions when the EYPCF is required by law to report the complaint to law enforcement or other legal bodies such as safeguarding. At all times legal, statutory and professional investigations will overrule this complaints procedure. EYPCF will not undertake any actions that may compromise these investigations.

- The steering group may take action to protect the EYPCF, its members and staff by suspending the member/volunteer until investigations are complete
- It will complete all immediate actions but then suspend the complaints process until external investigations are complete.
- Full and accurate records of all actions will be kept.

**9. DATA PROTECTION**

EYPCF will keep all data related to the complaint secure and confidential. The identity of the person making the complaint will be known only to those who are investigating the complaint and will not be revealed to other people or made public. There may be exceptions to this confidentiality where legislation is involved or allegations have been made regarding the conduct of a third party.

EYPCF will normally destroy its complaints, comments and compliments file after 6 years.

**10. OTHER RELEVANT POLICIES**

- Code of Conduct
- Confidentiality
- GDPR
- Communications

**Review date Oct 2020**

Signed on behalf of the Trustees.....date.....

Print name.....