



East Yorkshire Parent Carer Forum (ETPCF) Compliments and Complaints Policy

Overview

The East Yorkshire Parent Carer Forum (EYPCF) strives for high standards in the participation, engagement, and involvement of our representatives and those who work for us. We welcome feedback from individuals, forums, charities, and anyone who works with us, on all aspects of our activity. Such feedback is invaluable in helping us evaluate and improve our activity.

The objectives of the EYPCF Compliments and Complaints Policy are to:

- Ensure everyone knows how to provide feedback and how a complaint will be handled.
- Ensure that complaints are dealt with consistently, fairly, and sensitively within clear time periods.
- Provide those we engage with a fair and effective way to complain about our activity.
- Ensure that compliments and complaints are monitored and used to improve our activity.

The EYPCF Steering Group will ensure that we:

- Listen carefully to complaints and treat complaints as confidential, where possible.
- Record, store and manage all complaints accurately and in accordance with the Data Protection Act.
- Investigate the complaint fully, objectively and within the stated time limit.
- Notify the complainant of the results of the investigation and any right of appeal.
- Inform the complainant of any action that will be implemented in order to ensure that there is no re-occurrence.
- Report, on an annual basis to the membership the number of compliments and complaints received.

Definition of a Complaint

A complaint is any expression of dissatisfaction by an individual group or forum, whether justified or not. A person may make a complaint if they feel a EYPCF representative or worker has:

- Failed to meet the NNPCF Code of Conduct.
- Has made a mistake in the way they have engaged or represented parent carers.
- Failed to act in a proper way.

This policy and procedure relate only to complaints received about EYPCF representatives and workers.

Compliments and Complaints Procedure - Compliments

Any verbal or written compliments will be recorded by the Office administrator receiving the compliment and passed to the Co-chairs for recording on the Compliments Register.

Complaints

There are two stages to the complaint's procedure:

- Stage One - Complaint
- Stage Two – Independent review

Stage One

- The EYPCF aims to settle complaints quickly and satisfactorily. The complaint may be resolved informally by way of an apology, by providing an explanation of why a situation or behaviour occurred, or by any other appropriate remedy.
- Individuals wishing to make a complaint should contact the EYPCF on admin@eypcf.co.uk
- If the user prefers to make a verbal complaint, then the EYPCF staff member receiving the call will make a written record of this complaint. If the user is willing to/or asks to submit a written complaint, then they are asked to submit in writing relevant information about the individuals they are complaining about, the reasons for the complaint, the date(s) on which events or discussions

which may have led to the complaint occurred, and what outcome they would like to see as a result of their complaint.

- On receipt, each complaint will be logged on a Complaints Register by the EYPCF. If the complaint is in relation to the Admin Officer, the complaint should be sent to the Co-chairs.
- Complaints will be acknowledged within seven working days. The complaints will be fully investigated usually by the Co-Chairs and a written response provided to the complainant within thirty working days. If the complaint involves a Co-Chair they will not be involved in the investigation, and another director will be appointed to investigate the complaint.
- Individuals will be advised that if they are not satisfied with the response to their complaint, they may appeal within fourteen working days and progress to Stage Two.
- Occasionally, investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent within 20 working days and a final date given for a conclusion being reached.

Stage Two

- If an individual is dissatisfied with the outcome from Stage One, they can request an Independent Review within fourteen working days and progress to Stage Two.
- An appropriately experienced individual who is not a member of the EYPCF would be asked to review the complaint and any investigation or actions taken.
- The Independent Individual would then make a recommendation about whether:
 - They feel the investigation and outcome already arrived at is appropriate.
 - If not, any changes to any recommendations or outcomes made in stage 1.

Anonymous Compliments and Complaints

Compliments and complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

Data Protection

To process a complaint, the EYPCF will hold personal data about the complainant, which the individual provides, and which other people give in response to investigating the complaint. The EYPCF will hold this data securely and only use them to help address 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 by the EYPCF. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies, or allegations are made which involve the conduct of third parties.