

Parent Carers Together Compliments and Complaints Procedure Policy

1. Overview

1.1 Parent Carers Together (PCT) strives for high standards in the participation, engagement and involvement of our representatives and those who work with or for us. We welcome feedback from individuals, and anyone who works with us, on all aspects of our activity. Such feedback is invaluable in helping us evaluate and improve our activity.

1.2 The objectives of PCT 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 timeframes.
- ★ 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.

1.3 PCT 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 frame.
- ★ Notify the complainant of the results of the investigation
- ★ Inform the complainant of any action that will be implemented in order to ensure that there is no recurrence.
- ★ Report, on an annual basis to the membership the number of compliments and complaints received.

2. Definition of a Complaint

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

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

2.2 This policy and procedure relate only to complaints received about PCT representatives.

3. Compliments and Complaints Procedure

3.1 Any verbal or written compliments will be recorded by the person who receives the compliment and passed to the chair and administrator for recording on the Compliments Register.

3.2 Informal complaints can be made at any time. The person you speak to will try to resolve it immediately. You can ask to speak to the Co-Chairs if you wish. If you feel that your complaint has not been resolved satisfactorily, you can make a formal complaint.

3.3 You can make a formal written complaint at any time. However, we will only investigate complaints about our current work, or incidents within 3 months of the date of complaint.

3.4 Complaints will be acknowledged within 5 working days. The complaints will be fully investigated usually by the Co-Chairs and a written response provided to the complainant within 28 working days. If the complaint involves a chair they will not be involved in the investigation, and either the Co-chair or administrator will be involved in investigating the complaint.

3.5 Individuals will be advised that if they are not satisfied with the response to their complaint, they may appeal within 14 working days, we will advise you how to appeal at that time.

3.6 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.

4. Anonymous Compliments and Complaints

4.1. 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.

5. Data Protection

5.1 To process a complaint, PCT will hold personal data about the complainant, which the individual provides, and which other people give in response to investigating the complaint. PCT 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 PCT. 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.

Approved by: PCT Steering Group

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