



Solihull Parent Carer Forum

Complaints Policy and Procedure

SPCF welcomes Complaints and Compliments and uses these to improve SPCF services.

SPCF Complaints Policy and Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout
- To use complaints constructively in the planning and improvement of all services.

Complaints Procedure

SPCF would like to sort out any complaint as soon as possible. SPCF will record every complaint whether it has been resolved informally or informally. In all cases, a complaint will be given full and fair consideration. If a criminal offence is alleged, then the police will be informed.

Stage 1: Informal

Many complaints can be resolved informally. In the first instance Complainants are invited to contact the SPCF and, if they feel able, they speak to the Secretary or the Chair, tell them about their complaint and ask to talk to them about it in person. The contact for the chair is chair.solihullpcf@gmail.com and for the secretary secretary.solihullpcf@gmail.com. If preferred the complaint can be put in writing to them and we will acknowledge receipt within 5 working days during term time. An informal solution will be communicated within 3 weeks during term time.

Stage 2: Formal

If the Complainant is not satisfied or does not want an informal solution, they may pursue a formal complaint. A formal complaint must be made in writing to the Chair of SPCF, chair.solihullpcf@gmail.com and SPCF will provide support for any Complainant unable to put their Complaint into writing themselves.

The Complainant will receive acknowledgement of their written complaint within 5 working days during term time. Written complaints will be considered at the next Management Committee Meeting and SPCF will initiate an investigation. SPCF may contact the Complainant to make sure that they have understood the complaint properly. The Complainant may be consulted during the course of the investigation and will be offered support for this process.

The Management Committee will formally respond to the complainant in writing within 8 weeks (during term time) of receiving the original written complaint with the results of the investigation.

In the event the Complainant is not satisfied with the outcome of the formal complaint result they may contact the Regional Advisor for Parent Carer Forums, Catherine Wood at Catherine.wood@contact.org.uk