

COMPLAINTS & COMPLIMENTS POLICY

What is a complaint?

It is defined as someone letting us know they are unhappy with:

- the quality and/or standard of service provided
- the quality of information and/or advice given
- Leeds PCF's failure to comply with procedures, rules, statutory obligation or published service standards

Making a complaint

A complaint can be made in writing by emailing info@parentcarerforum.co.uk

To help us deal with a complaint effectively the person needs to tell us:

- What the problem is;
- How and when it occurred; and
- How it has affected them.

Complaints Procedure

Stage 1

- Complaints will be acknowledged within ten working days of receipt.
- The issues raised will be considered by the Chair and/or The Steering Group.
- The Chair will aim to respond and resolve the complaint no later than 30 days after receipt.
- The response will include details of what the person can do if they remain unhappy with the response.
- Sometimes the organisation may not be able to respond within the 30 working day timescale. In these cases the timescale may be extended by an additional 30 days and the complainant will be informed.

Stage 2

- If a person is unhappy with the response they have received at Stage 1 they should let the Chair know within 30 working days of the date of the response what issues they are dissatisfied with and what Leeds PCF can do to put things right.
- Complaints will be acknowledged within ten working days of receipt.
- The Chair will carry out an investigation.
- The Chair will review all investigations and respond to the person no later than 30 working days after receiving the Stage 2 request.
- The response letter will include details of what the person can do next if they are still dissatisfied with the outcome.

- If the response cannot be sent within 30 working days the person will be informed of the date when they can expect a response and the reason for the delay.

Most complaints will be dealt with and resolved at Stage 1 but sometimes it will be appropriate for the complaint to go straight to Stage 2 of the Complaints Procedure. If this is the case, the person will be notified.

Complaints about services delivered through partnership arrangements

Partnerships are responsible for dealing with complaints relating to a service they are delivering on behalf of or together with Leeds PCF. Leeds PCF will ensure that complaints which fall within this category are forwarded to the relevant partnership.

If a complaint relates to a service which a partnership is providing on behalf of the Leeds PCF, and once a complaint has been through the partnership's complaints procedure, a person may refer the matter to the Leeds PCF's Chair, within 30 working days of the date of the partnership's last response, who may consider the issues raised and take any relevant action.

Equalities

Leeds PCF is committed to encouraging feedback from everyone and will respect and cater for differences in age, gender, race, culture, religion, language, literacy, disability or sexual orientation.

Leeds PCF will treat everyone fairly. We will help those who need it and try to make arrangements so that everyone has an equal chance to tell us what they think in a way that is easy for them.

Where possible officers will arrange translation or interpretation services if requested.

Record Keeping

Leeds PCF will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, the final outcome and action taken by Leeds PCF as a result of the complaint (regardless of whether the complaint was upheld). The records will also include copies of letters and emails, and notes relating to meetings and phone calls.

This material will be treated as confidential and held centrally, and will be viewed only by those involved in investigating the complaint or on the review panel.

This is except where the secretary of state (or someone acting on their behalf) or the complainant requests access to records of a complaint through a freedom of information (FOI) request or under the terms of the Data Protection Bill.

Records of complaints will be kept for a minimum of 6 years.

Compliments and Suggestions

Leeds PCF welcomes compliments and suggestions and recognise their importance in celebrating and recognising the success of our service and opportunities for improvement. We will engage with the families to support service development and improvement. We will share feedback with our volunteers. Compliments may be made in person or by letter, telephone or email. If the individual is unclear who to contact or how to contact them, they should contact the address or email on the website.

Implemented: June 2023

Review Date: June 2024