



Salford Parent Carer Forum

Complaints Policy and Procedure

Salford Parent Carer Forum (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 resolve any complaint as soon as possible. SPCF will record every complaint whether it has been resolved formally 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 SPCF and, if they feel able to, they speak to the Secretary, Chair or another officer, telling them about their complaint and discussing possible solutions.

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 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 10 working days of receiving it. 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 interviewed 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 with the results of the investigation within 8 weeks of receiving the original written complaint.