

## **Rutland Parent Carer Voice (RPCV) Complaints Policy**

### **Introduction**

At Rutland Parent Carer Voice (RPCV), we strive to deliver a high-quality service where everyone is treated with kindness, sensitivity, and respect. We value all forms of feedback, including complaints, compliments, and general comments, as opportunities to improve how the forum operates.

We recognize that issues can sometimes arise, and in such instances, we take all complaints seriously and handle them promptly. Every complaint will receive full and fair consideration.

### **Complaints Procedure**

#### **Informal Complaints**

If you wish to make an informal complaint, please speak to the administrator or a member of the steering group as soon as possible after the issue occurs. They will work to resolve the matter immediately, in consultation with the appropriate team. Should you feel the issue remains unresolved, you may proceed with a formal complaint.

#### **Formal Complaints**

Formal complaints must be submitted in writing, marked "Private and Confidential" for the attention of the RPCV management team, and sent to the provided email or postal address below. Please include your full name, contact information (address, phone number, and email), and, if applicable, the organization you represent. Note that anonymous complaints will not be accepted. Kindly provide as much detail as possible. We only investigate complaints related to our current services or incidents that occurred within the six months prior to the complaint's submission. Formal complaints should be emailed to [rutlandpcv@gmail.com](mailto:rutlandpcv@gmail.com). Once a formal complaint is received, the following steps will occur:

1. We will acknowledge receipt of your complaint within five working days.
2. The management team will investigate and provide a written response within 28 days. They may delegate the investigation to another member of the steering group, who will report back to the management team.
3. If the investigation cannot be completed within 28 days, we will keep you informed of any delays.
4. We will offer an apology where appropriate.
5. We will take steps to learn from the complaint and implement changes to prevent a recurrence.
6. If you remain dissatisfied, we will provide instructions on how to appeal the decision.

#### **Appeals Process**

If you are unsatisfied with the outcome, you may request a review by emailing the management team at [rutlandpcv@gmail.com](mailto:rutlandpcv@gmail.com), marked "Private and Confidential." This must be done within 28 days of receiving the formal written response. We will acknowledge receipt of your appeal within five working days.

The review will be conducted by the management team and at least one additional steering group member who was not involved in the original investigation. The purpose of the appeal panel is to ensure the complaint was handled fairly and properly, not to reinvestigate the matter. Within 28 days, the panel will make a final decision, which will be communicated to you in writing. No further correspondence will be entertained following this decision.

At any point, you may be assisted or accompanied by another person during the complaint process. If a complaint is made about an individual RPCV member or staff, they will receive support throughout the process from a steering group member or independent person.

**Feedback Importance**

Complaints, comments, and compliments are valuable tools, helping us continuously evaluate and improve our services.

RPCV is committed to keeping all information related to complaints secure and confidential. The identity of the complainant will be known only to those involved in the investigation and will not be disclosed to others or made public.