



SNAP PARENT CARER FORUM

CENTRAL BEDFORDSHIRE

SNAP Parent Carer Forum CIC

We Support → Listen → Influence → Improve

Feedback, Compliments, Concerns & Complaints Policy

Policy Owner: Chief Executive Officer

Approved by: Company Director

Effective Date: October 2026

Review Date: October 2029

1. Our Approach

SNAP Parent Carer Forum values feedback from parent carers, members, volunteers, Parent Representatives, staff, partners and other people who engage with our work.

We want to know:

- what we are doing well,
- what people value about SNAP PCF,
- what could be improved, and
- when something has not gone as expected.

Feedback helps us learn and improve.

As a small, parent-led organisation, we aim to deal with feedback openly, respectfully and proportionately.

2. Compliments

We particularly welcome compliments and positive feedback.

Compliments help us understand what is working well and recognise the contribution of our staff, volunteers, Parent Representatives and partners.

We may use compliments, with appropriate consent and without identifying individuals, to:

- recognise good practice,
- celebrate the difference SNAP PCF has made,
- demonstrate the value of parent carer participation, and
- help evidence the impact of our work to funders and partners.

If you have had a positive experience with SNAP, PCF, please tell us.

3. Suggestions and Feedback

We welcome suggestions about how SNAP PCF could improve.

Feedback may be used to:

- improve our services,
- develop future activities,
- identify common issues for parent carers,
- inform our influencing and co-production work, and
- help us understand what matters to families.

We cannot act on every suggestion, but we will consider feedback alongside our purpose, priorities, available resources, funding requirements and the interests of the wider parent carer community.

4. Concerns and Complaints

A **concern** is something that may be resolved through discussion, clarification or explanation.

A **complaint** is an expression of dissatisfaction about something SNAP PCF has done, or has not done, where the person remains dissatisfied after an opportunity to resolve the matter.

Where possible, we encourage concerns to be raised with us as soon as possible so that we can try to resolve them informally.

A complaint can be made by:

- email,
- telephone,
- letter, or
- another accessible method agreed with SNAP.

We will acknowledge formal complaints and aim to provide a response within 20 working days. If more time is needed, we will explain why.

5. What a Complaint Does and Does Not Mean

Everyone has the right to raise a genuine concern or complaint.

SNAP PCF will consider complaints fairly, but making a complaint does not mean that SNAP PCF must agree with the person or change the decision being challenged.

SNAP is an independent, parent-led organisation and will decide its own priorities, activities and approach in accordance with its purpose, governance arrangements, policies, resources and funding requirements.

The complaints process does not create a right to:

- require SNAP PCF to campaign in a particular way,
- require SNAP PCF to adopt an individual's preferred position,
- require appointment as a Parent Representative, Steering Group member or volunteer,
- require SNAP PCF to offer employment or paid work,
- receive preferential treatment,
- require SNAP PCF to pursue an individual's personal case with another organisation, or
- have a decision changed simply because someone disagrees with it.

Where someone believes that a process was not followed properly, was discriminatory or was inconsistent with SNAP PCF's policies, this can be raised and will be considered appropriately.

6. Unacceptable Behaviour

SNAP PCF understands that people may be frustrated or upset when raising concerns.

We ask everyone to communicate respectfully and please remember we are parent carers ourselves running the Parent Carer Forum.

SNAP PCF may take reasonable and proportionate steps where communication becomes:

- abusive,
- threatening,
- discriminatory,

- intimidating,
- harassing, or
- excessively repetitive or unreasonable.

This may include limiting the frequency or method of communication, identifying a single point of contact or declining to respond to correspondence where no new information is provided.

A person will not be considered to be behaving unreasonably simply because they disagree with SNAP PCF, make a complaint or challenge a decision.

7. Complaints About Senior Representatives

A person must not investigate or determine a complaint about themselves.

Complaints concerning the Chief Executive Officer or Company Director will be referred to an appropriately independent person in accordance with SNAP PCF's governance arrangements.

Any person with a conflict of interest will not determine the complaint.

8. Confidentiality and Data Protection

Information relating to feedback and complaints will be handled appropriately and in accordance with SNAP PCF's Data Protection and Privacy requirements.

Information will only be shared where necessary to consider or respond to the matter, protect someone from harm, or meet a legal or organisational responsibility.

9. Equality and Accessibility

SNAP PCF wants everyone to be able to provide feedback.

Reasonable adjustments will be considered where needed to enable someone to participate in the feedback or complaints process.

A person's disability or other protected characteristic will not, in itself, be treated as unacceptable behaviour.

10. Learning and Improvement

SNAP PCF will consider feedback, concerns and complaints as part of our ongoing learning.

Where appropriate, feedback may result in:

- changes to how we work,
- improvements to services,

- policy or training changes, or
- wider influencing activity.

We will also celebrate and share positive feedback where appropriate.

11. Related Policies

This policy should be read alongside relevant SNAP PCF policies, including:

- Code of Conduct,
- Conflict of Interest Policy,
- Social Media and Communications Policy,
- Safeguarding Policies,
- Data Protection and Privacy Policy, and
- Parent Representative Handbook.

12. Review

This policy will normally be reviewed every three years, or sooner if there is a significant change in legislation, governance, services or organisational learning.

SNAP PCF welcomes feedback, including feedback about this policy.