



## Comments and Complaints Policy

### Statement of Intent

Rotherham Parent Carers Forum provides information and support to parent carers of children and young people with disabilities and special educational needs, and to practitioners who work with those families in Rotherham. We need suggestions and feedback from our users to help us maintain and improve our services. We set out below how you can help us do this.

### Making Comments and Suggestions

If you wish to make suggestions or comments on any aspect of the Forum, you can either speak to the Chair of our Board of Trustees or write to our management team using the address below. All suggestions and comments are recorded, reviewed regularly and responded to where appropriate.

### Making a Complaint

**Informal complaints** - You can make an informal complaint at any time. The person you speak to will try to resolve it immediately. You can ask to see one of our Charity Management Team or a member of the Board of Trustees if you wish. If you then feel that your complaint has not been satisfactorily resolved, you can make a formal complaint.

**Formal complaints** - You can make a formal written complaint at any time. However, we will only investigate complaints about our current services, or incidents occurring in the six months prior to the date of the complaint.

We will write to you within 5 working days to let you know we have received your complaint. A designated member of the management team or board of trustees will investigate your complaint and respond within 28 days. We will advise you how to appeal if you are still not satisfied.

Our registered office address for all correspondence is:

Rotherham Parents Forum Limited, 131 Green Lane, Rawmarsh, Rotherham, S62 6JY