



Sefton Parent Carer Forum

Comments and Complaints Policy

**Approved by:** SPCF Steering Group

**Approved on:** May 2024

**Next Review Date:** May 2025

### **STATEMENT OF INTENT**

Sefton Parent Carer Forum (SPCF) provides information and support to parent carers of children and young people aged 0-25 with disabilities and special educational needs, and to professionals who work with those families in Sefton.

We welcome 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 SPCF, you can either speak to a trustee, member of the steering group or email SPCF.

All suggestions and comments are recorded, reviewed regularly by the steering group, and responded to where appropriate.

### **MAKING A COMPLAINT**

#### **Informal complaints**

You can make an informal complaint to a member of staff, trustee, steering group committee member or volunteer at any time. The person you speak to will try to resolve it immediately. If you then feel that your informal 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, to make the best use of our organisation's limited resources, we will only investigate complaints about our current services, or incidents occurring in the six months prior to the date of the complaint, except in very exceptional circumstances.

You should write to the Co-Chairs at the following address:

Email: [info@seftonpcf.org](mailto:info@seftonpcf.org)

Post: Sefton Parent Carer Forum, Shared Space, Cambridge Family Wellbeing Centre,  
Cambridge Road, Bootle, L20 9LQ

- We will write to you within 5 working days to let you know we have received your complaint.
- The Co-Chairs will investigate your complaint and respond within 28 working days.
- We will advise you how to appeal if you are still not satisfied.

### **Appealing a Formal Complaint**

If the complaint is not resolved to your satisfaction, you can request a review by writing to:

Email: [info@seftonpcf.org](mailto:info@seftonpcf.org)

Post: Sefton Parent Carer Forum, Shared Space, Cambridge Family Wellbeing Centre,  
Cambridge Road, Bootle, L20 9LQ

- You must do this within 28 working days of the written response from the Co-Chairs.
- The steering group will write to you within 5 working days to let you know we have received your appeal.
- An investigation will be carried out by the steering group. Within 28 working days, the Steering Group will make a decision which is final.
- We will write to you to tell you of our decision and our reasons for making it.

### **FURTHER INFORMATION**

At any stage of the complaints process, you (the complainant) may be assisted and/or accompanied by another person if you need this support to participate in the process. Complaints will be monitored and information from them will be fed into the planning process.