



Comments and Complaints Policy

Approved by: SPCF Steering Group

Approved on: June 2025

Next Review Date: June 2026

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: co-chairs@seftonpcf.org

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

- We will respond 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 of the acknowledgement of your complaint.
- 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: co-chairs@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 respond 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. The Steering Group will make a final decision within 28 working days.
- We will respond 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.