

## **WORCESTERSHIRE PARENT AND CARERS' COMMUNITY**

### **COMMENTS AND COMPLAINTS POLICY**

At Worcestershire Parent and Carers' Community (WPCC) we strive to deliver the best possible service to all our stakeholders including parents, carers, children and young people, local services and funders by putting them first in everything we do. However, as in all organisations, sometimes things can go wrong. If so, please tell us and give us a chance to put things right.

We also very much welcome your comments as this assists us to highlight gaps and weaknesses in all areas of our work. Positive comments are also welcome.

#### **How can I make a complaint**

##### **Stage 1 – Informal**

The first thing to do is to outline the details of your complaint either verbally or in writing to the staff member responsible for the project. You will receive a response within seven working days. If this doesn't resolve your complaint and you are still unhappy you can then make a formal complaint.

##### **Stage 2 – Formal**

You put the complaint in writing to the Chair of Trustees. She/he will acknowledge receipt within seven working days. The Chair will ask somebody not involved in the complaint to investigate the circumstances. Once the report has been received the Chair will make the decision. The decision will be either:

- The complaint is upheld
- The complaint is partially upheld
- The complaint is not upheld

If the complaint is about the Chair the decision will be made by the Vice-Chair.

You will receive a full written explanation for the decision within twenty working days. If this is not possible you will be kept informed of progress. If this doesn't resolve your complaint and you are still unhappy you can then ask for a review of how it has been handled.

##### **Stage 3 - Review Panel**

Your request for a Review will be acknowledged within three working days. A Review Panel will be convened within twenty-eight working days.

The Panel will consist of an Independent Chair and two trustees who have not been involved in the complaint. They will make recommendations and these will be presented to the Trustee Board for decision. The Chair of the Trustees will write to you giving details of this decision.

#### **Making a Comment or Complaint**

To make a comment or complaint please ask for a copy of our Comments and Complaints Form or contact the Chair of Trustees at Worcestershire Parent and Carers' Council, c/o PYPLC, Perdiswell Park, Droitwich Road, Worcester, WR3 7SN, alternatively email: [chair@worcestershireparentcarers.org.uk](mailto:chair@worcestershireparentcarers.org.uk)

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