

HAMPSHIRE PARENT CARER NETWORK COMPLAINTS AND CONCERNS POLICY

Date introduced:	September 2022
Next Review Date:	September 2023

Hampshire Parent Carer Network (HPCN) aims to ensure all complaints are investigated fairly, in a timely way and that complaints are, wherever possible, resolved and that relationships are repaired.

This policy outlines the action to be taken by staff whenever they hear about a complaint or concern.

A complaint or concern is any occasion when an individual brings up an issue with a member of staff, steering group member or volunteer about something they are dissatisfied with, whether justified or not, and they want action taken to prevent it happening again or to rectify the situation. Anyone can make a complaint.

All staff, steering group members and volunteers must take seriously any comment that is made to them about HPCN. If a complainant requires support to make their complaint, such as alternative formats or translation services HPCN will support this.

People may make a complaint either verbally, by email or in writing. All complaints, unless they are anonymous, should be acknowledged whether they are written or verbal. Complaints are to be acknowledged within 4 working days and responded to in detail within 28 days. Where complainants do not wish to identify themselves, HPCN will still follow the complaints procedure as far as possible.

All complaint information will be handled sensitively and follow data protection requirements. Complaint records will be kept for a minimum of 6 years following the last action.

When a dispute or complaint is raised with any member of staff, steering group member or volunteer he or she will raise it with their line manager immediately, or if that person is not available, the next line manager.

If you are in any doubt as to whether it is a complaint, for example if someone says they do not wish to complain but then goes on to raise an issue which they are concerned about,

you must treat this as a complaint. Individual staff, steering group members and volunteers must not make the decision to not take any action – this is a decision for the manager.

Members of staff, steering group members and volunteers must not make promises on behalf of HPCN if they are not authorised to do so. The person receiving the complaint will take action to record the issue using the Complaint Record Form, pass the complaint on to the chair and investigate where necessary.

Complainants and those about whom complaints are made, must be kept informed of the status of their complaint and its investigation, and be advised of any changes made to policies and procedures as a result.

If a complainant is not happy with the response of HPCN, they can request a further review (appeal).

When requested, all staff, steering group members and volunteers should comply with any requests from funders for information about a complaint within the requested timescales.