



Compliments and Complaints Policy

1. Overview

Parents and Carers Together Stockport (PACTS) strives for high standards in the participation, engagement and involvement of our representatives and those who work for us. We welcome feedback from individuals, members, forums, local authority, Clinical Commissioning Group, Charities, SEND organisations and anyone else who meets us, on all aspects of our activity. Such feedback is invaluable in helping us evaluate and improve our activity.

The objectives of the PACTS Compliments and Complaints Policy are to:

- ❖ Ensure everyone knows how to provide feedback and how a complaint will be handled.
- ❖ Ensure that complaints are dealt with consistently, fairly and sensitively within clear timeframes.
- ❖ Provide those we engage with a fair and effective way to complain about our activity.
- ❖ Ensure that compliments and complaints are monitored and used to improve our activity.

The PACTS Steering Group will ensure that we:

- ❖ Listen carefully to complaints and treat complaints as confidential, where possible.
- ❖ Record, store and manage all complaints accurately and in accordance with the Data Protection Act.
- ❖ Investigate the complaint fully, objectively and within the stated timeframe.
- ❖ Notify the complainant of any action that will be implemented in order to ensure that there is no re-occurrence.
- ❖ Report, on an annual basis to the membership the number of compliments and complaints received

2. Definition of a Complaint

A complaint is any expression of dissatisfaction by an individual group or any listed above, whether justified or not. A person may make a complaint if they feel a PACTS representative or worker has:

- ❖ Failed to meet the PACTS Code of Conduct.
- ❖ Has made a mistake in the way they have engaged or represented parent carers.
- ❖ Failed to act in a proper way.

3. Compliments and Complaints Procedure

What we mean by compliments and complaints:

Compliments

Any verbal or written compliments will be recorded by the Information Officer receiving the compliment and passed to the Co-Chair for recording on the compliments form and followed up by maintaining a log.

Complaints

There are 2 stages to the complaint's procedure:

Stage One – Complaint

Stage Two – Independent Review

Stage One

- PACTS aim to settle complaints quickly and satisfactorily. The complaint may be resolved informally by way of an apology, by providing an explanation of why a situation or behaviour occurred, or by any other appropriate remedy.
- Individuals wishing to make a complaint should contact the PACTS Co-Chairs by emailing sherann.hillman@pactstockport.co.uk or paul.harper@pactstockport.co.uk or telephone 07786 101072.
- If the user prefers to make a verbal complaint, then the Co-Chair receiving the call will make a written record of this complaint. If the user is willing to or asks to submit a written complaint, then they are asked to submit in writing relevant information about the individuals they are complaining about, the reasons for this complaint, the date(s) on which events or discussions which may have led to the complaint occurred, and what outcome they would like to see as a result of their complaint.
- On receipt, each complaint will be logged on the complaints form by the Co-Chairs. If the complaint is in relation to the Co-Chairs, the complaint should be sent to the relevant Co-Chair that the complaint is not about or emailing info@pactstockport.co.uk
- Complaints will be acknowledged within 10 working days. The complaints will be fully investigated usually by one of the Co-Chairs and a written response provided to the complainant within 30 working days. If the complaint involves one of the Co-Chairs they will not be involved in the investigation, and the other Co-Chair will investigate the complaint.
- Individuals will be asked that if they are not satisfied with the response to them, they may appeal within 14 working days and progress to Stage Two.
- Occasionally, investigations may take longer, particularly if the complaint is complex. Should this be the case, a holding letter will be sent within 30 working days and a final date given for a conclusion being reached.

Stage Two

- If an individual is dissatisfied with the outcome from Stage One, they can request an Independent Review within 14 working days and progress to Stage Two.
- An appropriately experienced individual who is not a member of PACTS would be asked to review the complaint and any investigation or actions taken.
- The Independent Individual would then make a recommendation about whether:
- They feel the investigation and outcome already arrived at is appropriate.
- If not, any changes to any recommendations or outcomes made in Stage 1.

4. Anonymous Compliments and Complaints

Compliments and complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

5. Data Protection

To process a complaint, PACTS will hold personal data about the complainant, which the individual provides, and which other people give in response to investigating the complaint. PACTS will hold this data securely and only use them to help address complaint. The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public by PACTS. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies, or allegations are made which involve the conduct of third parties. Anything relevant to people's personal data, please see our Data Protection policy.

Policy reviewed February 2020

To be reviewed February 2023