

Halton SEND Carer's Forum

Comments and complaints policy



Approved by:	HSCF Committee Officers
Approved on	14 March 2022
Reviewed on:	
Next review due on:	March 2025

STATEMENT OF INTENT

Halton Send Carer's Forum (HSCF) provides information and support to parent carers of children and young people with disabilities and special educational needs, and to professionals who work with those families in Halton.

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.

It should be noted this Policy refers to comments and complaints from outside of HSCF. Any members of staff or volunteers who have concerns should refer to the Staff Grievance and Disciplinary Procedures in the first instance.

MAKING COMMENTS AND SUGGESTIONS

If you wish to make suggestions or comments on any aspect of HSCF, you can either speak to an officer of the forum or write to HSCF.

All suggestions and comments are recorded, reviewed regularly by the forum Chair Person, and responded to where appropriate.

MAKING A COMPLAINT

Informal complaints

You can make an informal complaint to a forum officer 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 Chair at the following address:

Email: Haltonsendcarersforum@gmail.com

Post: Halton Send Carers Forum, Office 2, 9 Foxbank Close, Widnes, Cheshire, WA8 9DP.

We will write to you within 10 working days to let you know we have received your complaint. The Chair 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: Haltonsendcarersforum@gmail.com
Post: Halton Send Carers Forum, Office 2, 9 Foxbank Close, Widnes, Cheshire, WA8 9DP.

You must do this within 20 working days of the written response from the Chair.

The Forum Committee will write to you within 10 working days to let you know we have received your appeal.

An investigation will be carried out by the forum Chair, Within 28 working days, the chair 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.

The forum officers will report to the Chair any comments, suggestions and complaints received together with the responses given. Complaints will be monitored and information from them will be fed into the planning process.