



# Birmingham Parent Carer Forum CIC (BPCF)

## **Complaints Policy**

BPCF welcomes complaints, compliments and feedback equally in order to improve the way the organisation works. Internal and external complaints are dealt with in the same way. BPCF Complaints Policy and Procedure has the following goals:-

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout
- To use complaints constructively in the planning and improvement of all services.

BPCF will deal with any complaint as soon as possible. BPCF will record every complaint in the minutes of the Management Committee whether it has been resolved formally or informally. In all cases, a complaint will be given full and fair consideration. If a criminal offence is alleged, then the police will be informed.

## **Complaints Procedure**

### **Stage 1: Informal**

Many complaints can be resolved informally. In the first instance the Complainant is invited to meet to meet with chair and/or one of the other directors of BPCF (CIC) on the management committee and is offered support, i.e. a buddy, to make their complaint confidently and clearly in person. If the complaint directly relates to one of the officers the Complainant will be supported to speak to them directly. Otherwise the other officers will hear their complaint. The Officers will lead a review the Code of Conduct at the next meeting in order to improve the BPCF leadership. The results of the review will be recorded and reported back to the Complainant. (*see Failure to Follow Code of Conduct - Page 3 of CoC*)

### **Stage 2: Formal**

If the Complainant is not satisfied that BPCF Leadership has improved as a result of Stage 1, they may pursue a formal complaint. A formal complaint must be made in writing and BPCF will offer the support of a buddy to the Complainant to put their complaint into writing.

The Complainant will receive acknowledgement of their written complaint within 10 working days. Written Complaints will be considered at the next Management Committee Meeting and BPCF will initiate an investigation. The Officers may meet with the Complainant again to clarify the issues. The Complainant will be kept informed of the progress of the investigation and offered the support of a buddy. If an individual being complained about is on the Management Committee and is alleged to have breached the Code of Conduct, they will be asked to temporarily stand down until the investigation is completed (see Failure to Follow Code of Conduct, Page 3 of CoC)

The Management Committee will actively seek advice from outside agencies, or ask for the support of an independent facilitator or mediator where this may aid the investigation.

The Management Committee will formally respond to the Complainant in writing with the results of the investigation within 8 weeks of receiving the original written complaint.