



Compliments and Complaints Policy

Derbyshire Parent Carer Voice provides a forum for parents and carers of children with Special Educational Needs and Disabilities (SEND), to have a voice within the Local Authority and local health services. We welcome suggestions and improvements from service users in order for us to maintain and improve the way we work. Set out below is how you can help us achieve this.

Making a comment or suggestion

If you wish to make a comment or suggestion about the service you can do this by speaking to a member of the Management Group or Derbyshire Parent Carer Voice Co-ordinator. You can also write to the Co-ordinators. Comments and suggestions are recorded and reviewed at the Management Group meetings bi monthly. These will be responded to where appropriate.

Making a complaint

Informal Complaint

You can make a complaint at any time, the person you are speaking to will try to resolve the issue. You can ask to speak to Derbyshire Parent Carer Voice Co-ordinators if you wish. If you are not satisfied with the outcome you can make a formal complaint.

Formal Complaints

You can make a formal written complaint at any time. However we will only investigate complaints about our current services or incidents that have occurred in the six months prior to the complaint.

You should write to:

Derbyshire Parent Carer Voice Coordinators
c/o DIASS
Chesterfield Register Office
New Beetwell Street
Chesterfield
S40 1QJ

We will write to you within five working days to acknowledge the complaint has been received. The Coordinator will investigate your complaint and respond to you within 28 working days. We will advise you on how to appeal if you are still not satisfied.



Appealing

If the complaint is not resolved to your satisfaction you can request a review by writing to:

The Chair
Derbyshire Parent Carer Voice
Chesterfield Register Office
New Beetwell Street
Chesterfield
S40 1QJ.

You must do this within 28 working days of receiving your written response from the Derbyshire Parent Carer Voice Coordinators. The chair will write to you within five working days to acknowledge receipt of the complaint. An investigation will be carried out by the Chair of the Management Group supported by the Access and Inclusion Officer for Derbyshire County Council. Within 28 days the chair will make a decision which will be final. We will write to you to tell you our response and the reason we made this decision.

If the complaint is about the chair, the Management Group will nominate a member who has not previously been involved in the issue to make a response, supported by the Access and Inclusion Officer

At any stage the complaint can be assisted and/or accompanied by another person.

Derbyshire Parent Carer Voice Coordinator will report to the Management Group any complaints received and responses made. Complaints will be monitored and information from them will be fed into the planning process.



Date for review May 2019

Derbyshire Parent Carer Voice Written Compliments and Complaints Form

This is a: Compliment Complaint

**Unique Number
Reference:**

Name

Date

Address

.....

Post code.....

Tel:

Email:

If you are writing on behalf of someone else please write that person's name here:

Name

Relationship to individual

Your contact details.....

Are they aware that you are writing on their behalf? Yes / No



Please give full details below, including dates and names where appropriate. Please also let us know if you have any special needs e.g. interpreter

Feedback to complainant – Detailing if satisfactory outcome reached

Further action/recommendations (if necessary)

Service development recommendations (if necessary)



If this is a complaint, please state what you would consider to be an appropriate outcome.

Signed: _____

Thank you for completing this form. You will receive a response within 3 working days of receipt of this form.

Data Protection: Derbyshire Parent Carer Voice is committed to the confidentiality of your personal information. Personal data will be held and used in accordance with the Data Protection Act 1998 and will not be shared with any third parties for commercial use.



Derbyshire Parent Carer Voice Verbal Compliments and Complaints Form

This is a: Compliment Complaint

Name

Date

Address

.....

Post code.....

Tel:

Email:

Please record details below, including dates and names where appropriate. Please also indicate if the person has any special needs e.g. interpreter



(continuation)

If this is a complaint, please find out what they would like to happen to resolve the issue:

Thank the user and inform them that they will receive a response within **[28] working days.**



Derbyshire Parent Carer Voice Complaint Investigation Form

Complaint ref no:	Date Received:	Final Response Due:
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Name of Complainant:	Address:
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Key issues to be investigated:

Outline in chronological order work undertaken to investigate fully the complaint(s) made:



Actions identified as a result of complaint. If no action required please state why e.g. complaint not upheld	Individual responsibility for taking action	Timescale

Outcome of complaint

Not upheld Satisfied

Complaint Investigator

Signature: _____

Date: _____

Name: _____

