

## Family Voice Norfolk Compliments and Complaints policy

### Who are we?

Family Voice Norfolk is the independent Parent Carer Forum for Norfolk, one of a national network covering each English local authority area.

We are all parent carers or close relatives of children and young people (up to 25 years) living with special educational needs and/or disabilities (SEND). We want to improve the services for families like ours in Norfolk.

### What we do

We listen to the views of Norfolk families and represent their voices. We are governed by a steering group and have a team of parent carer representatives and local ambassadors.

Our team of representatives works in partnership with service planners, commissioners and providers to imagine and design better services that meet the needs of families.

### Who is this policy for?

This policy is intended for people acting on behalf of Family Voice Norfolk and others who work with us on any aspect of our activities.

### Why have this policy?

We welcome feedback on all aspects of our work. Such feedback is invaluable in helping us evaluate and improve our activity. This policy and the procedure(s) that implement it will:

- make sure everyone knows how to provide feedback
- inform people how this feedback will be acted upon
- make sure that complaints are dealt with consistently
- make sure that compliments and complaints are monitored and used to improve our work.

### What do we mean by complaint?

A complaint is any expression of dissatisfaction, whether justified or not, about the way we have carried out our work or represented parent carers.

### What do we mean by compliment?

A compliment is any expression of satisfaction or approval about the way we have carried out our work or represented parent carers.

Policy title	Compliments and Complaints policy			
Current Rev	1.0	Issue date	21 April 2019	Page 1 of 2

## What does this mean we will do?

We will:

- listen carefully to complaints and treat them as confidential, where possible
- record, store and manage all complaints accurately and in accordance with whatever data protection legislation is in force at the time
- investigate all complaints fully, objectively and within the time frame stated in the accompanying Compliments and complaints procedure document
- notify the complainant of the results of the investigation and any right of appeal
- inform 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.

## What happens if a compliment or complaint is made anonymously?


We will record and consider the compliment or complaint, but our actions may be limited if further information is required to undertake a full and fair investigation.

## Who should I raise my compliment or complaint with?

Please submit your compliment or complaint in writing and post to:

Family Voice Norfolk, PO Box 1290, Long Stratton, Norwich, NR15 2HD.

Marking the envelope 'Confidential'.

Procedure created by	-	Date of review	-
Steering group adopted (name and role)	 Tracey Sismey, Chair	Date	21 April 2019

Policy title	Compliments and Complaints policy			
Current Rev	1.0	Issue date	21 April 2019	Page 2 of 2