

Parent Views Count Complaints Policy

If there is any aspect of Parent Views Count that you are not happy with we hope that you feel able to speak to someone directly to discuss your concern. However if this is not possible please follow the procedures outlined below.

The Parent Views Count Board (PVC) will consider all complaints in a professional and courteous manner.

Support and advice about rights

PVC recognises that it may be necessary to identify support and advice for either the person making the complaint (complainant) or when the complaint is about a member of PVC; the respondent.

If the complainant or respondent require support and / or advice, this will be discussed at the PVC Board and appropriate support identified.

If a complaint is made the following procedures will be followed:-

Stage One:

- a) The details of the complaint should be given to the Chair of Parent Views Count Project Board
- b) The complaint will be investigated and, if possible, will be dealt with immediately.
- c) The complaint will be recorded and kept on file for twelve months.
- d) If the complaint is unfounded no record will be kept.

Stage Two:

- a) If the complaint can not be dealt with immediately, or is of a more serious nature, the complaint should be put in writing to the Chair of Parent Views Count Project Board, who will investigate further and respond to the complainant within 48 hours of receiving the written complaint, with either:-
 - i) The outcome of the investigation, or
 - ii) When the matter will be brought before the Project Board for further discussion

Stage Three:

If the matter is not resolved by Stage Two, the complaint will be referred to an organisation independent of PVC (e.g. BVSC). The complainant may be asked to attend a meeting with this organisation to discuss the matter further. The decision reached by this organisation will be conveyed formally to the complainant by letter, with 48 hours of the meeting at which the complaint is heard.

This policy works in corporation with:- Child Protection Statement (1), Complaints Form, Complaints Policy, Confidentiality and Data Protection Statement, Constitution, Expenses Procedures, Health & Safety Rules, Safeguarding Vulnerable Adults Policy, Interim Terms of Reference, Mission Statement and Promoting Equality/Valuing Diversity Safeguarding Procedure.

Parent Views Count 13/05/10

Signed: Nazia Nazir (Joint Chair)

Signed: Kristin Sanders (Joint Chair)

Date: 27th May 2010

Parent Views Count COMPLAINT FORM

If you have reason to complain about any aspect of Parent Views Count please complete this form as soon as possible after the incident referred to, and hand the form to one of the parent representatives. Alternatively, it can be placed in a sealed envelope and addressed to the Chair of Parent Views Count Project Board.

If you have not already had a copy of our COMPLAINTS POLICY please ask for a copy before completing this form.

All complaints will be dealt with as quickly as possible, and to avoid unnecessary stress to either party, will be treated in confidence as far as possible.

YOUR NAME

NATURE OF COMPLAINT:

(continue on a separate sheet if necessary)

Signed Date

FOR PVC PROJECT BOARD USE ONLY:

Received by: Date

ACTION TAKEN:

Stage One _____ Date _____

Stage Two _____ Date _____

Stage Three _____ Date _____

Matter resolved and agreed _____