

The PACC Board may vary this procedure for good reason. This may be necessary to avoid a conflict of interest.

You can make a complaint to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at:

[www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx)

### **Shropshire Parents and Carers Council**

PO Box 4774

Shrewsbury. SY1 9EX

Tel: 0845 601 2205

[enquiries@paccshropshire.org.uk](mailto:enquiries@paccshropshire.org.uk)

[www.paccshropshire.org.uk](http://www.paccshropshire.org.uk)

*Registered charity 1150180*

## **PACC Complaints Procedure**



It is important to let us know if you are unhappy with any aspect of PACC's services so we have the chance to put things right.

Do first please speak to the person you think is best able to deal with your complaint as often simple misunderstandings or difficulties can be sorted out quickly and easily. We do keep a record of all complaints that are made in person so that we can ensure that we continue to improve.

Verbal complaints may be made by phone to 0845 601 2205, or in person to any of PACC's staff, volunteers or board members at any of our events or activities.

It is easier to resolve issues as they happen and therefore please raise your concerns at the time where possible. Don't be afraid to speak out – we may be able to sort out the problem straight away.

If the issues cannot be resolved then please contact us in writing.

Complaints should be sent by email:

[enquiries@paccshropshire.org.uk](mailto:enquiries@paccshropshire.org.uk) (marked as "complaint").

or by letter to:

**Shropshire Parent and Carer Council, PO Box 4774, Shrewsbury. SY1 9EX**

If you would like help to write down your complaint please ask a relative or friend, or contact Citizens Advice on 0344 499 1100 or at

[www.cabshropshire.org.uk](http://www.cabshropshire.org.uk)

## How we will handle your complaint

### Stage One

1. We record all formal complaints on the Complaints Log.
2. A member of the PACC Board will investigate the complaint. However, if the complaint is complex then we will move it straight to Stage 2.
3. The person handling your complaint will write to you within seven days of receiving your complaint. The letter will say who is dealing with the complaint and when you should expect a reply.
4. We will investigate your complaint fairly. This means that we will discuss the complaint with all of the relevant people. If the complaint relates to a specific person, they will be given a fair opportunity to respond.
5. After the investigation is finished, the details will be passed to the chair of the PACC Board to decide on any further action.
6. We will write to you with the outcome. This letter will describe what we did to investigate the complaint, the conclusions, and any action we will take as a result. We will provide this information whether we uphold the complaint or not.
7. You should receive a reply within four weeks. If this is not possible because, for example, we have not completed the investigation, we will write to you let you know and tell you when a full reply will be given.
8. If you are unhappy with the outcome of Stage One you may ask for it to be considered at Stage Two. You must ask in writing by email or letter.

### Stage Two

1. If the matter is not resolved at Stage One, or if the board believes the issue is too complex to be resolved at Stage 1, then it will move to Stage Two. This is a PACC Board review of the complaint.
2. The PACC Board will write to you within seven days of receiving your Stage 2 complaint. This will say who is dealing with the complaint and when you should expect a reply.
3. We will appoint a Review Panel of at least 3 board members. They should, if possible, have had no direct involvement in the case before. One member of the panel shall be elected Chair.
4. First the panel will review the information and work that was done at Stage One. The panel will write to you with their findings and any other recommendations within 3 weeks of receiving your Stage 2 complaint.
5. If they find more action is required they will call a Review Panel Hearing. The decision to hold a Review Panel Hearing rests with the full board. The Review Panel's hearing will be held as soon as possible but not later than 6 weeks after beginning the review process. It will be minuted.
6. The hearing will give everyone equal opportunity to share their views and raise their concerns. Each person will be invited to provide any additional information in writing before the hearing. The panel will review all this information at the hearing.
7. The Review Panel will share the findings with all parties in writing within 7 days of the meeting.
8. This decision is final, unless the PACC Board decides it is appropriate to seek external assistance with resolution.