

# **Parent Partnership Service Compliments and Complaints Procedure**

Leeds Parent Partnership strives to offer a first class service to all of our customers. Through our compliments and complaints process we encourage feedback and suggestions on how we can continually improve our services.

Customers can provide feedback, be it a complaint or a compliment, in a way that suits them. They can do this:

- Face to face
- Over the phone
- By letter
- By feed back form
- By fax or email
- On line via the web

## **Compliments**

It is important that we let customers know that we take their feed back seriously. Compliments and suggestions will be responded to within ten working days of receipt and will be posted on the website.

The staff member receiving the feedback will use the Compliments and Complaints Form available on 'L drive' or in paper form to record details of:

- the customer
- their compliment / complaint
- the action taken

This will be passed to their line manager.

## **Complaints**

When a customer expresses dissatisfaction or concerns about an aspect of our service we will make every effort to resolve their concern at the time. Where a member of staff has the authority to resolve the matter they will do so.

If the problem cannot be resolved at the time or if a complaint has been received in writing (letter, feedback form, fax, e-mail), the complaint will be immediately passed to the Parent Partnership Service Co-ordinator.

## **Response Standards**

## Stage One

The complaint must be **acknowledged in writing within 3 working days of receipt.**

The acknowledgement must state:

- who is dealing with the complaint (the Co-ordinator or investigating officer);
- a contact telephone number and an email address;
- a date by which the complainant can expect to receive a substantive response following investigation. This is 15 working days.

In the case of complex complaints requiring lengthy (more than 15 days) investigation the complainant will receive regular updates at least every two weeks. Stage One responses should be sent from the Coordinator.

If complainants are still dissatisfied with the response they must be informed of their right to take the complaint further. The customer will be given the name of the Chair of the Advisory Board where it will be given consideration by three representatives. The Advisory Board will review and evaluate the merits of the original complaint, together with any new information which has become available. The review will be carried out within **15 working days** of the complainant indicating their intention to move to Stage two a response will be sent at this time.

## Stage Two

If the complainant still believes that the matter has not been dealt with fairly they can refer the complaint to Education Leeds Strategic Link for the Parent Partnership Service who will ensure that:

- correct procedures have been followed
- the complainant has been treated fairly
- statutory regulations have been adhered to.

If the complainant still feels the matter has not been dealt with fairly the complainant can contact the **Local Government Ombudsman**