



MCT DURHAM PCF COMPLAINTS, COMMENTS AND CONFLICT POLICY FOR NON-VOTING MEMBERS.

The aim of this policy is to give clear guidance on complaints, comments and conflicts with regards to the MCT Durham PCF Steering Group

STATEMENT OF INTENT

Making changes together - MCT DURHAM PCF - provides information and support to parent carers of children and young people with disabilities and special educational needs, and to professionals who work with those families in County Durham.

We welcome suggestions and feedback from our users to help us maintain and improve our services.

We have set out below how you can help us do this.

It should be noted this Policy refers to comments and complaints from outside of MCT.

Any trustees or steering group members who have concerns should refer to the Member Grievance and Disciplinary Procedures in the first instance.

MAKING COMMENTS AND SUGGESTIONS

If you wish to make suggestions or comments on any aspect of MCT, you can either speak to a trustee or member of the forum. You can do this in person at an event, by emailing info@mctdurham.co.uk or via our Facebook page " MCT Durham PCF - Durham parent carer page".

All suggestions and comments are recorded, reviewed regularly by the steering group, and responded to where appropriate.

MAKING A COMPLAINT.

Informal complaints

You can make an informal complaint to a trustee or member of the steering group at any time. The person you speak to will try to resolve it immediately. If you then feel that your informal complaint has not been satisfactorily resolved, you can make a formal complaint.

Formal complaints

You can make a formal written complaint at any time. However, to make the best use of our organisation's limited resources, we will only investigate complaints about our current services, or incidents occurring in the six months prior to the date of the complaint, except in very exceptional circumstances. You should write to the Chair at the following address:

Email: info@mctdurham.co.uk.

Post: We currently don't have a postal address.

We aim to reply to you within 5 working days to let you know we have received your complaint. We will investigate your complaint and aim to respond within 28 working days. We will advise you how to appeal if you are still not satisfied.

Appealing a Formal Complaint

If the complaint is not resolved to your satisfaction, you can request a review by writing to: Email info@mctdurham.co.uk.

FURTHER INFORMATION

At any stage of the complaints process, you (the complainant) may be assisted and/or accompanied by another person if you need this support to participate in the process.

The MCT administrator will report to the MCT steering group any comments, suggestions and complaints received together with the responses given. Complaints will be monitored and information from them will be fed into the planning process.

Review of policy or procedure

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| Date of last review | N/A |
| Date of next review | AGM 2 nd July 2024 |
| Date it was first implemented | 18/4/23 |
| Author(s) | MCT Durham PCF CIO Trustees |
| Audience | All MCT Durham PCF CIO Trustees and Volunteers |