



National Network of Parent Carer Forums

'Our Strength Is Our Shared Experience'

NNPCF Position Statement: Complaints about Forums

All Department for Education grant funded Parent Carer Forums, automatically become members of the National Network of Parent Carer Forums (NNPCF). However all forums are autonomous groups and as such the NNPCF does not have authority over forums.

Like most Parent Carer Forums the NNPCF has a complaints policy but this policy **only** covers the NNPCF Steering Group, Representatives who are acting specifically on behalf of and at the request of the Steering Group and employees of the NNPCF.

The Steering Group of the NNPCF are not accountable for the actions or inactions of individual forums, or members of forums that make up the NNPCF and therefore cannot investigate complaints or take action against these forums or individuals.

If you have a complaint against a member of a Parent Carer Forum or against a forum itself, this can only be addressed by the said forum's complaint policy.

If you wish to raise an issue about the use of the Department for Education Participation Grant, in the first instance please e-mail Contact a Family (parent.participation@cafamily.org.uk), who administers the grant on behalf of the Department for Education.

If you have complained to a forum and have not received a response or you are not satisfied with the response you have received, then you should contact your Contact a Family Parent Participation Advisor. The Participation Advisor **may** be able to offer an outside perspective on the issue or suggest what further steps you may be able to take to resolve the issue. Contact details of Contact a Family Parent Participation Advisors can be found on the Contact a Family website: http://www.cafamily.org.uk/media/933108/parent_carer_participation_team_apr_2016.pdf

Tips:

If complaining about a forum:

- Remember that Parent Carer Steering Groups are usually made up of Parent Carers who are committed to working to improve services for all families and give a lot of their time for free – Is your complaint reasonable and fair?
- Find a copy of their complaints policy (try the forum's website) or ask for a copy.
- Most complaints policies and the general rule of fairness will ask people to try to resolve the issues directly with the person(s) concerned first. Only after you have tried this and you are still not satisfied should you consider a formal complaint to the forum.
- Say who or what your complaint is about.
- Say what has happened or what was said - give detail about the issue - keep this factual and not personal.
- Say why you do not think is not acceptable.
- Explain what you want to happen next.
- Give the forum time to respond and the right to reply to your complaint.
- Try to keep your complaint focussed on the solution you want and check that this is a reasonable request.