



Comments and complaints procedures

WHAT WE DO

The Parents' Forum for Bradford and Airedale

- We enable parents/carers and parent support groups to have a voice
- We try to improve communication between families and services
- We hold regular meetings for discussion and feedback from services
- We help to create better access to information

DO YOU HAVE A COMMENT ABOUT WHAT WE DO?

The Parents' Forum for Bradford and Airedale aims to provide as high a standard of work as we can. We are always trying to improve what we do.

Your comments can help us improve. We need to know when you think what we do is good and when you think it is not.

f you –

- think something we have done is particularly good
- have suggestions about other opportunities we could offer
- have ideas about other things we could do to help you

or if you feel –

- you have not been treated fairly
- we have been slow in responding to you
- one of our staff has upset you
- you are unhappy with something we have done
- we have not been helpful

PLEASE TELL US

THE COMMENTS PROCEDURE

We want to hear what you think is good about The Parents' Forum for Bradford and Airedale. Please tell us if there is something you think we have done well.

We also want you to tell us if you have ideas about other ways you think The Parents' Forum for Bradford and Airedale could help you or if there are other services you think we could offer.

You can use the comments procedure to tell us these things:

What happens when you make a comment

STEP 1

Tell a member of the The Parents' Forum for Bradford and Airedale staff/representatives about your comment and write your comments in the Comments Book (someone can help you with this if writing is hard for you)

or

Fill in a comments form at home and send it back to The Parents' Forum for Bradford and Airedale

STEP 2

The Parents' Forum for Bradford and Airedale staff/representatives will talk about your comment at the next staff meeting. There is a staff meeting once a week.

STEP 3

We will tell you what was said about your comment at the staff meeting.

THANK YOU

THE COMPLAINTS PROCEDURE

What happens when you make a complaint

Step 1

The first step is to try to solve the problem informally. Tell a member of The Parents' Forum for Bradford and Airedale staff/representative about your complaint. They will try to solve the difficulty you have raised to your satisfaction.

Step 2

If you are still unhappy you can write your complaint on a formal complaint form. (Someone can help with this if writing is hard for you)

Step 3

The Parents' Forum for Bradford and Airedale management committee will talk about your complaint at the next committee meeting. There is a meeting every six weeks.

Step 4

The Parents' Forum for Bradford and Airedale will tell you what was said about your complaint at the committee meeting. We will also tell you about any action that we will take to solve the problem you have raised.

Step 5

If you are still unhappy, The Parents' Forum for Bradford and Airedale committee will take your complaint to the next meeting of The Board of Trustees.

We will tell you what the Board says. We will also tell you what they think The Parents' Forum for Bradford and Airedale should do to solve the problem you have raised.

We aim to deal with all complaints to your satisfaction at step

1

The Parents' Forum for Bradford and Airedale Comments Form

Please tell us what you have enjoyed about working with The Parents' Forum for Bradford and Airedale (you can get somebody to help you if writing is difficult for you)

Your name _____

Project _____

Date of project _____

What you like about The Parents' Forum for Bradford and Airedale:

Would you like us to feedback to you by:

Telephone (please tell us your telephone number)

Email (please tell us your email address)

The Parents' Forum for Bradford and Airedale Complaints Form

Please tell us your complaints about working with The Parents' Forum for Bradford and Airedale.

Your name _____

Project/activity _____

Date of project/activity _____

Your complaint about The Parents' Forum for Bradford and Airedale:

Would you like us to feedback to you by:

Telephone (please tell us your telephone number)

Email (please tell us your email address)
