**St Albert's Parent Council January 2024**

**Complaints policy and procedure**

St Albert's Parent Council views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

**AIMS**

* To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
* To have a complaints procedure that can be shared with anyone wishing to submit a complaint
* To make sure everyone at St Albert's PC knows what to do if a complaint is received
* To make sure all complaints are investigated fairly and in a timely way
* To make sure that complaints are, wherever possible, resolved and that relationships are repaired
* To gather information which helps us to improve what we do

**Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Parent Council.

**Where Complaints Come From**

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in the PC, including the general public if something is perceived to be improper. Due to the voluntary nature of PC, a complaint can be received by email only.

**Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

**Review**

This policy will be reviewed every two years to ensure it remains up-to-date and is compliant with the law.

**Declaration**

I confirm I have read and understood St Albert's PCs Complaints Policy and will act in accordance to it.

List of members who have read and understood the above and who have confirmed by email:

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| --- | --- | --- |
| PC member name | Date of confirmation | Agreement to policy |
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**St Albert's PC**

**Complaints procedure**

**Receiving Complaints**

Initial contact may arrive through PC channels, such as social media or email. The person contacting PC will then be advised of the complaints procedure and that all complaints should be submitted by email to - stalbertsptc@gmail.com

St Albert's PC Chairperson will acknowledge receipt of the complaint within five days and advise on the timeframe for investigating complaints – two weeks.

In the first instance, we would encourage resolution between the individuals involved in the complaint. PC Chair will ask if there is any way it can be resolved, with an option of mediation from the Chair or Vice Chair. We are aware this may not always be possible so in the event of this challenge, we would investigate the complaint further.

**Investigating Complaints**

**Stage One** - Three PC member names will be picked at random (excluding any member mentioned in the complaint) to carry out the investigation. These members will be known temporarily as a complaints subgroup. Each complaint will be allocated a number. The subgroup will be allocated the same number.

Any PC member picked to be part of the subgroup has a duty to take on the role within the subgroup unless they provide good reason not to i.e. conflict of interest or illness.

The Chairperson should inform the complainant by email that we have a complaints procedure, what will happen next and how long it will take.

The subgroup will then collate all evidence, documentation and statements required to investigate.

The subgroup will decide between them if the complaint is upheld, not upheld or undecided. They will make their recommendation on a resolution/final decision to the Chairperson. The Chairperson will then notify the complainant by email the outcome decided by the subgroup and take any action recommended by the subgroup.

**External Investigation**

**Stage two** - Should the complaints subgroup be unable to recommend a resolution or final decision due to the complexity of the complaint, the complaint would be raised to stage two and an external third party would be asked to investigate. The third party would be requested through Kathryn Farrow (Glasgow City Council Quality Improvement Officer).

If a complaint is raised to stage two, the complainant should be notified. Timescale for this would be 4 weeks.

The external third party will decide between if the complaint is upheld, not upheld or undecided. They will make their recommendation on a resolution/final decision to the Chairperson. The Chairperson will then notify the complainant by email the outcome decided by the third party and take any action recommended by the third party.

Stage two is the final stage of the complaints process.

**Recording of any complaints**

* Once the complaint investigation is complete and closed, all information gathered by the subgroup, should be collated in a folder that can be stored in PC Google Drive for up to one year after the complaint.
* Members of the complaints subgroup should ensure they delete/dispose of all files, emails, documentation relating to the complaint in line with PC Data Protection policy. Nothing should be stored by individual PC members.

**Complaints Log example**

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| --- | --- | --- | --- | --- |
| **Date Received** | **Complaints No.** | **Subgroup/External Investigation** | **Decision/Recommendation** | **Date closed** |
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