

Complaints Policy & Procedure

Parenting 2000 aims to provide high quality services that meets yours needs. We believe that we achieve this most of the time; if we are not getting it right then please let us know.

In order that our services remain at a high and at an improving improving standard, we have a procedure through which you can let us know of for any reason that you are are not satisfied with your dealings with the organisation as follows:

Informal Complaint

If you are not happy with the organisation, please tell us. If you are unhappy about any of the organisations services, please speak to the relevant staff manager.

If you are unhappy with an individual in the organisation sometimes its bests to tell them directly. If you feel this is difficult or inappropriate, then please speak to the staff member's manger

Often we will be able to give you a response straight away. If the matter is more complicated, we will give you a response in five working days.

Formal Compliant: Making a written complaint

Stage 1

If you are not happy with our response or wish to raise the matter more formally, please mark your complaint for the attention of the Chief Executive, using our complaint form outlining your complaint.

If your complaint is specifically about the Chief Executive, then please mark your complaint to the Chair of Trustees.

All written complaints will be logged.

You will receive an acknowledgement within 3 working days.

The aim is to investigate your compliant properly and give you a reply within 10 working days setting out how the problem will be dealt with. If this is not possible then an interim response or reason for the delay will be given informing you of the action to be taken or considered.

The contact details of who to send your complaint to are below.

Stage 2

If after you are not satisfied, please let the Chief Executive know, within 10 working days, who will review the response and try and resolve it with you within 5 to 10 working days.

Stage 3

If you remain unsatisfied after stage 2 then please write to the Chair, within 10 working days who will report the matter to the Trustees and decide on any further steps to resolve the situation.

Our Complaints Policy and form can be downloaded from our website or from contacting our administration team.

Complaints should be sent to the nominated person below who will forward it to the person you have addressed it to:

Christina McGarrigle
christina.mcgarrigle@parenting2000.org.uk
Parenting 2000
Crosby Youth & Community Centre
58 Coronation Road
Crosby
Liverpool
L23 5RQ

The Charity Commission

The Charity Commission regulates registered charities in England and Wales. They make sure that charities are accountable, well-run and meet their legal obligations. They do this by providing regulatory advice and guidance. They will also intervene in matters where there is serious risk of significant harm to, or abuse of, charities, their beneficiaries or assets. To raise a concern about a charity, contact the Charity Commission <https://forms.charitycommission.gov.uk/raising-concerns/>

Please complete and return to the below person who will acknowledge receipt and explain what action will be taken:

Christina McGarrigle: christina.mcgarrigle@parenting2000.org.uk

Parenting 2000, Crosby Youth & Community Centre, 58 Coronation Road, Crosby, L23 5RQ