

Waltham Forest Parent Forum



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Complaints Policy

Agreed by Steering Group: April 2026

Last Reviewed: April 2022

Next Review: April 2026 – 2 years

1. Purpose

Waltham Forest Parent Forum aims to provide a supportive, inclusive and responsive service to parent carers.

We welcome feedback and take complaints seriously. Complaints help us understand what is not working well and how we can improve.

2. Informal resolution

We encourage concerns to be raised as soon as possible.

In most cases, issues can be resolved quickly and informally by speaking directly to a member of the forum team.

3. Making a formal complaint

If the issue cannot be resolved informally, a complaint can be made:

- by email to: walthamforestparentforum@live.co.uk
- or in writing to the Steering Group at the forum address

The complaint should include:

- what the issue is
- what has happened
- what outcome is being requested (if known)

4. What happens next

- We will acknowledge receipt of the complaint within 5 working days
- The complaint will be reviewed by the Steering Group
- A minimum of two Steering Group members (not involved in the issue) will consider the complaint
- A response will be provided within 20 working days, where possible

If more time is needed, we will keep you updated.

5. Outcome

We will explain:

- what we have found
- any action we will take

If the complainant is not satisfied, they may request a further review by the Steering Group.

6. Confidentiality

All complaints will be handled sensitively and confidentially.

Records will be kept securely in line with our data protection processes.

7. Learning and improvement

Complaints are used to help improve how we work.

Where appropriate, learning will be shared within the forum to strengthen our practice.

Review and Update Arrangements

This policy will be reviewed every two years or earlier if required.