



PARENT-INFANT FOUNDATION COMPLAINTS HANDLING POLICY

Introduction

Parent-Infant Foundation is committed to providing a high quality service to all people we come into contact with as part of our work. The Parent-Infant Foundation website contains a link to the policy below.

When something goes wrong, we need you to tell us about it. This will help us to improve our standards of service and professionalism.

Complaints should be sent in writing via email or letter to our Operations and Finance Manager, Jason Monaghan: jason@parentinfantfoundation.org.uk

OR

Parent-Infant Foundation Ltd
Office 7
35-37 Ludgate Hill
London
EC4M 7JN

All complaints will be handled with urgency, and we may need to make enquiries to ascertain information to enable us to resolve the complaint.

Complaints of all types will be considered, and will be referred initially to the member of staff with the appropriate responsibility, depending on the nature of the complaint. If the complaint is about one of our partner organisations, we would ask that this is referred direct to them for consideration.

What happens next?

1. We will acknowledge receipt of your complaint within 5 full working days of receiving it.
2. We will then investigate your complaint taking any appropriate action and write to you within 21 days of sending you the acknowledgment letter with the outcome of our findings.
3. At this stage, if your complaint has not been resolved to your satisfaction, please contact us with the reasons why you are not satisfied.

4. Upon receipt of this we will refer your complaint for an independent review by the Board of Trustees of the Parent-Infant Foundation who will respond to you within 2 weeks of the Board Meeting that your complaint was reviewed. (The Parent-Infant Foundation currently have a cycle of quarterly Board Meetings)
5. If the independent review by the Board has not resolved your complaint, then it may be possible to take this up with the Charity Commission where the Parent-Infant Foundation are registered as a charity (No 1152082). You may find guidance on complaint procedures with the Charities Commission [here](#).

If you require this information in a different format then please contact Parent-Infant Foundation on admin@parentinfantfoundation.org.uk to let us know your needs.

Date:	July 2024
Review:	November 2025