



The Information You Need The Voice You Deserve

Making a complaint, compliment or comment

Parent Voice provides information and advice for parents and carers of disabled children and young people aged 0-19 in Hampshire. We work hard to provide an excellent service at all times and we welcome your feedback whether positive or negative.

Complaints

If you feel that you have received an unacceptable level of service from Parent Voice or you feel that something isn't working as well as it should then we would invite you to let us know or if appropriate to make a formal complaint.

Making a complaint

Wherever possible complaints should be dealt with at the earliest opportunity and we would encourage you to speak, in the first instance to your local Parent Voice Worker who will listen and respond to your concerns. If however you are not satisfied with the response then you may wish to formalise your complaint.

All complaints received will be dealt with promptly. If you would like to make a formal complaint, please write in the first instance to:

The Parent Voice Manager
Freepost RSEU-BRGY-ZY CZ
Parent Voice
300 Alder Moor Road
Southampton
SO16 5NA

Email: parentvoice@roseroad.org.uk

Please include as much information as possible and whether you have already attempted to resolve your issues but have been unsuccessful. Once your complaint has been received you will receive an acknowledgement within 48 hours and an assurance that the complaint will be investigated. On completion of the investigation, you will receive a full and detailed written response to the issues you have raised within 28 days.

If you are unhappy with the response you receive, you can make a written request for the complaint to be reviewed by another manager. In this instance you will be notified in writing of the date for the review and advised when you can expect to receive a response. All complaints are recorded and reviewed regularly to improve the service.

If you would like to send in any comments or compliments you are welcome to do so by emailing parentvoice@roseroad.org.uk or by calling our helpline number 0300 303 8603