

**Worcestershire Parent and Carers' Community**  
**Children's and Young Person's Complaints Policy**

At Worcestershire Parent and Carers' Community (WPCC) we strive to deliver the best possible service to all our stakeholders. In pursuit of this aim we have recognised that the Comments and Complaints Policy which we have devised for our organisation as a whole needs to be expressed in such a way that it is accessible to children and young people whilst keeping to the same principles and procedures that apply to the overall Comments and Complaints Policy.

It was also felt to be essential that children and young people should themselves be involved in the drawing up of a complaints form, with accompanying guidance, so that they have ownership of it. The most appropriate group to develop the form was felt to be the 14 plus group with the support and guidance of the WPCC co-ordinator.

Reviewed November 2016