



Building
stronger
families

CROYDON



Working in partnership with:

Complaints Policy & Procedure

POLICY STATEMENT

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our education provision and will give prompt and serious attention to any concerns about the running of the space. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

PROCEDURES

We have a two-stage complaints procedure:

- Stage 1: Informal – to the Centre Manager
- Stage 2: Formal – Bright Futures 4 All - Board of Trustees

Stage 1: Informal

We make every effort to resolve any complaints or difficulties informally. If you have a complaint about the supplementary school club, please approach the Centre Manager, in the first instance, to discuss your concerns.

If after discussion, you feel your complaint has not been or cannot be resolved informally, you may use our formal written complaints procedure.

Stage 2: Formal Complaints to The Board of Trustees

Address any formal complaint to: The Trustees, Bright Futures 4 All, C/o: Cornerstone House, 14 Willis Road, Croydon CR0 2XX or info@brightfutures4all.com

During term time or when holiday playschemes are operating, you should receive a response within 5 working days. During the school holidays our offices may be closed so it may take longer to provide a response.

Safeguarding

If the complaint is about a Safeguarding issue please follow the Bright Futures 4 All Safeguarding Children Policy & Procedure.

Ofsted Complaints

Bright Futures 4 All meet the standards set by the Office for Standards in Education (Ofsted). In the event that you are unhappy with the quality of the services we provide at after school clubs and holiday playschemes and if you have been unable to resolve the problem locally, please write to Ofsted quoting our registration number. The Ofsted registration numbers of our centres are available from the Centre Manager and can also be found on our website.

The contact number for Ofsted is **0845 640 40 40**

Emergencies & Child Protection Issues

If you have an urgent complaint, which is a child protection issue, please telephone immediately on either of these numbers:

Senior LADO: Steve Hall Email: steve.hall@croydon.gov.uk Tel: 0208 255 2889 Mob: 07825 830328

LADO: Jane Parr Email: jane.parr@croydon.gov.uk Tel: 0208 726 6000 (Ext. 84343) Mob: 07985 590505

SPOC (Single Point of Contact): For urgent child protection matters requiring immediate attention: Tel: 0208 255 2888

SPOC Professionals Consultation Line Tel: 0208 726 6464 /Email SPOC referrals to: childreferrals@croydon.gov.uk

Manager: Jonathan Lung (Service Leader, Children & Families) Email: Jonathan.Lung@croydon.gov.uk

Croydon Safeguarding Children Board (CSCB) / Website: croydonlcsb.org.uk Safeguarding learning & development Email: safeguardingchildrenboard@croydon.gov.uk Tel: 0208 604 72

If you have any questions regarding our policies and procedures please call us: on 020 8645.2304.

On behalf of The Bright Futures Trust Board

Chair: Pending

Treasurer: Anthony Neal

Director/Founder: Karen M Bryson

Bridget Myers-Reid

Patrick Clark