



**beehub**

## **Brighton Evolving Education Hub Complaints Policy**

Brighton Evolving Education Hub (beehub) is committed to providing a safe, stimulating, consistent and accessible service to young people and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes

This policy constitutes Brighton Evolving Education Hub's formal Complaints Procedure. Under normal circumstances, The Manager will be responsible for managing complaints. If a complaint is made against the Manager, the lead staff member will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Log.

### Procedures for dealing with complaints

- All staff must keep a record of complaints, compliments and comments: these need to be dealt with directly where possible or passed on to line manager if a successful outcome has not been reached;
- All staff must ensure that each complaint is fully investigated;
- These records must be kept for a period of three years.

### Stage One

If a parent/carer/child has a complaint about some aspect of Beehub's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to The Manager or lead staff member. Beehub is committed to open and regular dialogue with parents/carers/children and Beehub welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers/children are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, The Manager or lead staff member should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

### Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to The Manager or lead staff member. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

Beehub will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 28 working days. If there is any delay, Beehub will advise the parent/carer/child of this and offer an explanation. The Manager or lead staff member will be responsible for sending them a full and formal response to the complaint.

If the Manager or lead staff member has good reason to believe that the situation has child protection implications, they should inform the designated safeguarding lead and ensure that the local social services department is contacted, according to the procedure set out in the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from Beehub will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to Beehub's policies or procedures emerging from the investigation.

The Manager or lead staff member will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and Beehub's response to it. The Manager or lead staff member will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

#### Making a Complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

This policy was adopted by: Brighton Evolving Education Hub	Date: 10/3/2024
To be reviewed: 10/3/2025	Signed: Tom Smith Ruth Lovegrove