



## **Bright Outcomes Complaints Policy**

**Effective Date:** September 2025

**Review Date:** September 2026

### **1. Introduction**

Bright Outcomes is committed to providing high-quality education and support for vulnerable young people and their families. We take all feedback seriously and view complaints as an opportunity to improve our services.

This policy outlines how families, young people, and stakeholders can raise concerns or complaints and how we will respond to ensure a fair, transparent, and timely resolution.

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### **2. Scope**

This policy applies to:

- Parents, carers, and guardians
- Young people attending our provision
- External stakeholders interacting with our services

It covers complaints about:

- The quality of education, pastoral care, or support services
  - Staff conduct or behaviour
  - Policies, procedures, or the physical environment
  - Safeguarding or health and safety concerns
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### 3. Guiding Principles

Bright Outcomes will ensure that all complaints are:

- **Accessible:** Easy to make, with support available if needed
- **Impartial:** Handled fairly and without bias
- **Timely:** Responded to promptly within stated timescales
- **Confidential:** Shared only with those involved in the resolution
- **Transparent:** Clearly communicated process and outcomes

### 4. How to Make a Complaint

Complaints can be submitted via:

1. **Email:** [hello@brightoutcomes.co.uk](mailto:hello@brightoutcomes.co.uk)
2. **Contact Us form on website:** [www.brightoutcomes.co.uk](http://www.brightoutcomes.co.uk)

#### Information to include:

- Your name and contact details
- Name of the young person (if applicable)
- Date and location of the incident or concern
- Description of the complaint
- Any steps already taken to resolve the issue

### 5. Complaints Procedure

#### Stage 1: Informal Resolution

- Many concerns can be resolved quickly by speaking to the staff member involved or their line manager.
- Please raise informal concerns promptly to allow early resolution.
- You should receive a response within **5 working days**.

#### Stage 2: Formal Complaint

If the concern is not resolved informally, you may submit a **formal complaint** in writing.

**Process:**

1. Acknowledgement: We will acknowledge receipt within **2 working days**.
2. Investigation: The complaint will be investigated by a senior staff member not directly involved.
3. Response: We will provide a written response outlining findings and any actions within **15 working days**.
4. Meeting: If needed, a meeting can be arranged to discuss the outcome in person or virtually.

**Stage 3: Appeal**

If you are dissatisfied with the outcome:

- You may escalate the complaint to the **Founder**
- A review will be conducted independently, and a final decision will be provided in writing within **15 working days**.

**6. Safeguarding and Serious Concerns**

- Any complaints involving **safeguarding, child protection, or criminal activity** will be referred immediately to the **Designated Safeguarding Lead (DSL)** and handled in line with statutory guidance.
- Such cases may bypass normal timelines to ensure safety is maintained.

**7. Confidentiality**

- All complaints will be treated confidentially.
- Information will only be shared with staff involved in the investigation.
- Anonymous complaints will be considered, but it may limit our ability to respond.

**8. Record Keeping**

- All complaints and responses will be logged and retained securely.
- Data will be stored in line with **GDPR** requirements.
- Records will be used to identify trends and improve services.

## **9. Monitoring and Review**

- Complaints will be monitored regularly by senior management to identify areas for improvement.
- This policy will be reviewed annually to ensure it remains effective and in line with statutory requirements.

### **Contact for Complaints:**

Alex Wilson - Designated Safeguarding Lead  
Bright Outcomes  
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