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Author:	Kim Webster-Marsh (CEO)

Signed -

**Complaints Policy Building SEND Castles
Ltd**

1. POLICY STATEMENT

At Building SEND Castles Ltd, we are committed to providing the highest standards of care and support. We welcome feedback and take all complaints seriously. We believe that responding to concerns transparently and fairly is essential to maintaining trust with children, families, staff, and external partners.

This policy sets out how we handle complaints, ensuring they are resolved promptly, effectively, and in accordance with Suffolk County Council expectations and safeguarding standards.

2. PRINCIPLES

We aim to ensure that:

- All complaints are handled with fairness, sensitivity, and confidentiality
- Complaints are dealt with without fear of discrimination or disadvantage
- Children, parents, carers, staff, and stakeholders understand how to raise concerns
- Learning from complaints improves our provision and practice

3. WHO CAN MAKE A COMPLAINT?

A complaint can be made by:

- A parent or carer
- A child (with support if necessary)
- A staff member, volunteer, or professional
- A member of the public

Complaints may relate to the conduct of staff, the delivery of services, safeguarding concerns, or any aspect of our provision.

4. STAGES OF THE COMPLAINTS PROCESS

4.1 Informal Resolution (Stage 1)

We encourage complaints to be raised informally with the relevant staff member or the CEO, Kim Webster-Marsh. Many concerns can be resolved quickly through open discussion.

If the concern is resolved at this stage, no further action is required.

4.2 Formal Complaint (Stage 2)

If the issue is not resolved informally, the complainant may submit a written complaint addressed to the CEO.

The complaint will be:

- Acknowledged within 5 working days
- Investigated thoroughly and impartially
- Responded to in writing within 15 working days

Records will be kept of all correspondence, meetings, and actions.

If the complaint involves or is about the CEO, the complaint will be reviewed independently by a nominated safeguarding lead or external adviser.

4.3 Independent Review (Stage 3)

If the complainant remains dissatisfied after Stage 2, they may request a review of the complaint process. This will be conducted by an independent party (e.g., external advisor or consultant).

A final response will be provided in writing within 15 working days of the review.

4.4 Final Escalation (Stage 4)

If the complainant is still dissatisfied after the independent review, they may escalate the matter to an external authority. This could include:

- The **Local Government and Social Care Ombudsman (LGSCO)**
- **Ofsted** (if the complaint relates to childcare registration or quality of provision)
- **Suffolk County Council** (if the complaint is related to commissioned services or safeguarding)

Contact details and guidance will be provided upon request.

5. SAFEGUARDING CONCERNS

Any complaint that raises a safeguarding issue will immediately be referred to the Designated Safeguarding Lead (DSL) and handled in line with our Safeguarding Policy. In such cases, we may need to involve external agencies, including Suffolk Safeguarding Partnership or the police.

6. RECORD KEEPING

- All complaints and outcomes are recorded securely
- Records are kept for a minimum of 6 years
- Anonymised data is used for monitoring patterns and improving services

7. CONFIDENTIALITY AND RETALIATION

All complaints are handled in confidence. No one will be penalised for raising a genuine concern. Retaliation against complainants is strictly prohibited and may result in disciplinary action.

8. ACCESSIBILITY

- This policy is available in accessible formats upon request
- Support to raise a complaint (e.g., Makaton, interpreters, written assistance) will be provided as needed
- Children will be supported to express concerns using their preferred communication methods

9. MONITORING AND REVIEW

Complaints will be monitored to ensure policy effectiveness. The policy will be reviewed annually or sooner if there are significant complaints or updates in guidance.