



Bridging Futures

Personalised education. Therapeutic support. A place to belong.

Complaints Policy

Version: September 2026

Review Date: September 2027

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Statement of Intent

At Bridging Futures, we are committed to providing a high-quality, supportive and professional service for all students, families, commissioning schools and partner agencies.

We recognise that concerns or complaints may arise from time to time and view them as an opportunity to listen, reflect and improve our provision. We aim to resolve concerns quickly, fairly and respectfully, maintaining positive relationships wherever possible.

Most concerns can be resolved through open and honest communication without the need for a formal complaint.

Scope

This policy applies to concerns or complaints raised by:

- parents and carers
- students
- commissioning schools
- local authorities
- professionals working with Bridging Futures
- members of the public.

It covers concerns relating to the education, therapeutic provision, communication, staff conduct or services provided by Bridging Futures.

Principles

We will ensure that complaints are:

- listened to respectfully
- investigated fairly and without bias
- handled confidentially where appropriate
- resolved as quickly as possible
- used to improve our practice where appropriate.

No individual will be treated unfairly because they have raised a genuine concern.

Stage One – Informal Resolution

Most concerns can be resolved through discussion with the member of staff involved or with the Therapeutic Director or Education Director.

We encourage concerns to be raised as soon as possible so they can be addressed promptly. Wherever appropriate, we will work collaboratively with those involved to reach an agreed resolution.

Stage Two – Formal Complaint

If the concern cannot be resolved informally, a formal complaint should be submitted in writing to the Therapeutic Director or Education Director.

The complaint should include:

- the nature of the complaint
- any relevant dates or information
- the outcome being sought.

The complaint will normally be acknowledged within five working days and investigated promptly. A written response will usually be provided within twenty working days. Where additional time is required, the complainant will be kept informed of progress.

Advocacy and Support:

Learners and parents/carers have the right to be supported by an advocate or other trusted person when raising or progressing a complaint. Bridging Futures will support access to appropriate advocacy where required and ensure that learners are given a meaningful opportunity to express their views throughout the complaints process.

Notification to the Placing Authority:

Where a complaint relates to a learner's placement, welfare or the service provided, Bridging Futures will notify the placing authority of the complaint and its outcome, in

accordance with commissioning requirements and while maintaining appropriate confidentiality.

Information on the complaints procedure will be made available to students and families prior to starting in their Welcome Pack.

Stage Three – Review

If the complainant remains dissatisfied following the formal response, they may request that the complaint is reviewed by a Director not previously involved in the investigation or, where appropriate, an independent person appointed by Bridging Futures.

The outcome of the review will be communicated in writing and will normally conclude the internal complaints process.

Complaints About Safeguarding

Concerns relating to the safety or welfare of a child will be dealt with under the Safeguarding and Child Protection Policy rather than through this complaints procedure.

Where appropriate, safeguarding concerns will be referred immediately to the Designated Safeguarding Lead and relevant external agencies.

Complaints About Staff

Complaints regarding a member of staff will be investigated fairly and confidentially.

Where appropriate, the matter may be managed under Bridging Futures' employment procedures rather than through this complaints process. Information relating to disciplinary matters will remain confidential.

Record Keeping

A record of formal complaints, investigations and outcomes will be maintained securely in accordance with data protection legislation. Records will be reviewed periodically to identify any themes or areas for improvement.

Unreasonable or Persistent Complaints

Bridging Futures is committed to dealing with all complaints fairly and respectfully. However, where complaints become unreasonable, repetitive or abusive, we reserve the right to manage communication in an appropriate and proportionate manner while continuing to fulfil our legal responsibilities.

Related Policies

This policy should be read alongside the:

- Safeguarding and Child Protection Policy
- Behaviour and Relationships Policy
- Equality, Diversity and Inclusion Policy
- Staff Code of Conduct
- Whistleblowing Policy
- Data Protection Policy

Monitoring and Review

This policy will be reviewed annually, or sooner if changes to legislation or guidance require it.

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