



Complaints: Policy and procedure  
To be reviewed: June 2022

#### Purpose:

Bardwell Branch-Out endeavours to provide the upmost professional care for service users. An open-door policy is adopted to encourage families to feel confident in approaching management to discuss positive and negatives experiences. Bardwell Branch-Out values all feedback as it enables us to meet the high standards that we set ourselves.

In the circumstances that Bardwell Branch-Out receives a complaint, all complaints will be handled with the upmost respect and without bias. This policy enables Bardwell Branch-Out to take responsibility for the services that it provides and ensure that families receive high quality provision. It's important to note, that all complaints will be handled in the strictest of confidence.

#### Procedures:

- For any concerns regarding the provision that Bardwell Branch-Out offers please get in contact with Richard Mills. If you are unable to do so or believe that your concern hasn't been handled appropriately, please follow this procedure:

Any safeguarding allegations against staff or volunteers, please contact the LADO team – 01865 810603 or [lado.safeguardingchildren@oxfordshire.gov.uk](mailto:lado.safeguardingchildren@oxfordshire.gov.uk)

#### Formal complaints procedure:

##### Stage one

- Put your formal complaint in writing, please ensure it is dated and send to Richard Mills Branch-Out Lead, Bardwell School, Hendon Place, Bicester, Oxon, OX26 4RZ

##### Stage two

- Within 5 working days of receiving your written complaint you will receive a letter acknowledging your complaint.

- An investigation will be carried out, this will include meeting with the Lead and deputy Lead of Bardwell Branch-Out to clarify details of your complaint. At this point the Lead may liaise with his manager and/or others involved directly with the complaint.

- If the complaint is an allegation of a criminal offence or safeguarding concern, the appropriate agencies will be contacted and consulted immediately.



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### Stage Three

- Once the investigation has taken place you will be notified of the outcomes in writing outlining any actions that have been taken. This will take place within 28 days of receiving the initial complaint. You will be notified if there is any delay along with the reason for the delay.

### Stage Four

- On receiving a response, if you are not satisfied with the outcome and the action taken you have the right to an appeal. The person to contact with an appeal is the interim head teacher Matthew Selsdon, all appeals have to be in writing.

Please note, records will be kept of any meetings held and all correspondence between all parties.