



Complaints Procedure

In the event that you have a complaint towards a member of staff or the volunteers or students the following steps are recommended:

1. Talk to Gemma Turner (manager) and hopefully your complaint can be resolved informally by discussion.
2. If you feel unable to talk to Gemma or feel dissatisfied by the informal discussion you can contact Lisa Dando, Director of Brighton Women's Centre and the centre's Safeguarding Lead.

Contact:

lisadando@womenscentre.org.uk

01273608470

22 Richmond Place

BN2 6NA

3. Lisa and / or Gemma will use BHSCP Threshold document to determine what level of concern the complaint is and may choose to alert the Local Authority Designated Officer (LADO)
4. If you still feel dissatisfied you can contact Ofsted (Office for Standards in Education) whose role it is to undertake annual inspection of all registered day care services for children under 8. They can be contacted at:

OFSTED

1st & 2nd Floor

Dukes Court

Duke Street

Woking

GU21 5EP

Southeast Regional Office on 0845 6014772

In the event that you do have a complaint, it will be listened to, treated in the strictest confidence and the appropriate action will be taken.

Parents have the right to see the complaints logbook at any time.

Policy and Procedure reviewed by Gemma Turner 24 January 2023

Date of next review: January 2024