

Corporate Complaints, Compliments & Comments



Brighter Futures for Children

Brighter Futures for Children is responsible for all Children, Education and Early Help services in Reading, including those with Special Educational Needs and Disabilities (SEND).

We have two types of complaints procedures. One is for complaints about children's services and the other is for corporate complaints. This information sheet covers corporate complaints.

We are always looking for ways to improve our services and raise standards. We value all feedback, whether it is a complaint, comment, compliment or suggestion.

There are a number of ways you can contact us:

Call: 0118 937 2905

Write: Freepost RTLS-CKGX-RKLL
Brighter Futures for Children
Customer Relations Team
Bridge Street
Reading RG1 2LU

Email: complaints@brighterfuturesforchildren.org

Text: type SPKUP & your message to 81722

Not all complaints to us follow the procedure in this document

If you have a complain about:

Schools. Please contact the Headteacher of the school directly.

Children's Social Care: Please follow our other, three stage complaints procedure. You can find this on our website: <https://brighterfuturesforchildren.org/about/compliments-and-complaints/>

Tell us if things go wrong

We always try to do our best but we know that, sometimes, things go wrong. If this happens it's important that you tell us as soon as possible.

Generally, complaints should be about matters which have happened within the last 12 months although, in some cases, we can accept complaints that are older than this. If you are not sure please discuss your complaint with us.

Sorting out Complaints:

Most complaints can be sorted out by discussing the problem. If we agree a solution, we will keep a record to make sure nothing was missed. If we cannot solve the problem immediately it will be passed on for further investigation and action.

We use a two stage complaints process to do this.

Stage One

- Within 5 working days we will write and tell you who is investigating your complaint
- The letter will also explain how long this will take
- We aim to answer your complaint within 20 working day.
- The investigating officer will write to you with the results of the investigation
- This letter will explain what to do if you are not happy with the investigation
- If you want to take your complaint to stage two you need to write to us within 14 days of receiving this letter.

Stage Two

- Within 5 working days we will write and tell you who is doing the stage two investigation
- The investigating officer will be a more senior officer
- The officer will contact you and make a written record of your complaint
- Within 30 working days their service manager will write and tell you the result of the investigation
- You will also get a copy of the officer's report.

We aim to sort out any complaint as quickly as possible and hopefully you won't want to go to stage two. However, if you are still dissatisfied after stage two you have the right to contact the Local Government Ombudsman.

The Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH

Telephone: 0300 061 0614

www.lgo.org.uk

This information can be made available in Braille, on tape or in a different language on request. Please contact Customer Services on 0118 937 3787.

Feedback Form

If you are making a complaint on behalf of someone else put their name and address on a separate piece of paper. You also need to send proof you have their permission to make the complaint.

Your name.....

Your address.....

.....

Can we contact you by phone or email? Yes No

Please indicate which you prefer:

Daytime telephone number:

Email

Please provide brief details of your comment or complaint

.....
.....
.....
.....
.....
.....
.....
.....
.....

What, if any, impact has this had?

.....
.....

What do you think we should do now to put things right?

.....
.....

Have you written or spoken to anyone at Brighter Futures for Children about this matter before? If so, please provide details

.....
.....

Signed Date.....

If there is not enough space on this form please use another sheet of paper.

Please return this form to: Freepost RTLS–CKGX–RKLL, Brighter Futures for Children, Customer Relations Team, Civic Offices, Bridge Street, Reading, RG1 2LU.