



Complaints Procedure Policy for BAHE CIC

BAHE is committed to providing a safe and accessible service to home educated children and their parents/carers. We always aim to provide quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes. It would be useful to us for you to complete a feedback form so we can make improvements where possible.

This policy constitutes BAHE formal Complaints Procedure and will be displayed on the premises at all times during our meets and on our website at beta.bahe.org.uk.

Under normal circumstances, the person in charge will be responsible for managing complaints. This is usually the Session Leader. If a complaint is made against the person in charge, the Board of Directors will conduct the investigation. All complaints made to staff / volunteers will be recorded in detail in the Complaints log, confidentially is paramount at all times.

If a parent/carer has a complaint about some aspect of the provision's activity, or about the conduct of an individual, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the person in charge. BAHE are committed to open and regular dialogue with parents/carers and welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant person, if deemed appropriate. If not, the person in charge should be approached and they will try to resolve the problem.

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the BAHE Board of Directors. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

If any person has good reason to believe that the situation has safeguarding children implications, then please refer to BAHE's Child Protection Policy.

The formal response to the complaint will be sent to the parent/carer concerned. The response will include recommendations for dealing with the complaint. The Board will arrange a time to meet the parent/carer concerned and any other relevant individuals to discuss the complaint and BAHE's response to it. The Board will judge if it is best for all parties to meet together or if individual meetings are more appropriate

All complaints should be addressed to:

The Directors
BAHE CIC
70 Chorley New Road
Bolton