

Working in partnership with:

• hilleltrust@brightfutures4all.com

☎ (+44) 0207 062 7123

• ☎ (+44) 7833 928917



<https://www.hillelbrightfuturestrust.com/>



Building
stronger
families

CROYDON



Croydon
Commitment
Linking business with the Community

LETO FOUNDATION

Complaints Policy & Procedure

POLICY STATEMENT

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our education provision and will give prompt and serious attention to any concerns about the running of the space. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

PROCEDURES

We have a two-stage complaints procedure:

- Stage 1: Informal – to the Centre Manager
- Stage 2: Formal – Hillel Bright Futures Trust - Board of Directors

Stage 1: Informal

We make every effort to resolve any complaints or difficulties informally. If you have a complaint about the supplementary school club, please approach the Centre Manager, in the first instance, to discuss your concerns.

If after discussion, you feel your complaint has not been or cannot be resolved informally, you may use our formal written complaints procedure.

Stage 2: Formal Complaints to The Board of Directors

Address any formal complaint to: The Board, Hillel Bright Futures Trust, C/o: Charis House, 195a Sydenham Road, Croydon CR0 2ET or hilleltrust@brightfutures4all.com

During term time or when holiday play schemes are operating, you should receive a response within 5 working days. During the school holidays our offices may be closed so it may take longer to provide a response.

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Safeguarding

If the complaint is about a Safeguarding issue please follow the Hillel Bright Futures Trust Safeguarding Children Policy & Procedure.

Ofsted Complaints

Hillel Bright Futures Trust meet the standards set by the Office for Standards in Education (Ofsted). In the event that you are unhappy with the quality of the services we provide at after school clubs and holiday play schemes and if you have been unable to resolve the problem locally, please write to Ofsted quoting our registration number. The Ofsted registration numbers of our centres are available from the Centre Manager and can also be found on our website.

The contact number for Ofsted is **0845 640 40 40**

Emergencies & Child Protection Issues

If you have an urgent complaint, which is a child protection issue, please telephone immediately on either of these numbers:

Senior LADO: Steve Hall Email: steve.hall@croydon.gov.uk Tel: 0208 255 2889 Mob: 07825 830328

LADO: Jane Parr Email: jane.parr@croydon.gov.uk Tel: 0208 726 6000 (Ext. 84343) Mob: 07985 590505

SPOC (Single Point of Contact): For urgent child protection matters requiring immediate attention: Tel: 0208 255 2888

SPOC Professionals Consultation Line Tel: 0208 726 6464 /Email SPOC referrals to: childreferrals@croydon.gov.uk

Manager: Jonathan Lung (Service Leader, Children & Families)) Email: Jonathan.Lung@croydon.gov.uk

Croydon Safeguarding Children Board (CSCB) / Website: croydonlcsb.org.uk Safeguarding learning & development Email: safeguardingchildrenboard@croydon.gov.uk Tel: 0208 604 72

If you have any questions regarding our policies and procedures, please call us: on 020 062 7123

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On behalf of the Hillel Bright Futures Trust

Chair: Pending

Treasurer: Anthony Neal

Director/Founder: Karen M Bryson

Trustees: Onome Akaunu

Richard Ough

Associate: Bridget Myers-Reid

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| This policy was adopted by: Hillel Bright Futures Trust | Date: 01/07/2025 |
| To be reviewed: 01/07/2026 | Signed: Karen Marie Bryson <i>Karen Marie Bryson</i> |