

## **Complaints Procedure**

The health, safety and well-being of children and staff are of paramount importance to Tarner Children's Projects. We are committed to providing a safe, stimulating and accessible service to both children and parents/carers.

In the event of a complaint from either a child or parent/carer every effort will be made to ensure it is dealt with quickly, appropriately and confidentially.

All complaints will be taken seriously and investigated. Any allegations regarding the suspected abuse of children will be reported to the Police, ACAS and to our LADO (Darrel Clews – 01273 295643) as set out in our Child Protection and Safeguarding Policy.

All complaints will be dealt with in the following manner;

- If anyone wishes to make a complaint they should speak to a member of staff or write to either the Childrens' Project Manager / Deputy Manager, CEO– or to the board of Trustees – at

**Tarner Community Project  
C/o 6 Tilbury Place, Brighton, BN2 0GY  
Office Tel 679900**

- When a complaint is made to the staff, the Manager is informed immediately who will pass it on to the CEO and Board of Trustees.
- We will respond to the complaint promptly and endeavour to resolve it as quickly as possible. This may involve meeting with staff, parents/carers and in some cases outside agencies.
- Any complaint, including actions and outcomes, will be recorded in a complaints form.
- Any parent/carer can submit a complaint to Ofsted about any aspect of Tarner Community Project Children's Projects:  
**Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD, Telephone 0300 1231231**
- All proven allegations which relate directly to welfare of children will be reported to the relevant Child Protection Services and Ofsted immediately.
- Once the complaint has been resolved all members of staff should discuss the incident, how it was resolved and use it for future reference. This will enable us to improve the quality of our service.

Reviewed and updated; October 2019

Date of next review; October 2020

**Ofsted Number: EY471335.**

**Registered Charity Number: 1152321.**

**Registered Office: 6 Tilbury Place, Brighton, East Sussex, BN2 0GY**

**Principal Address: Tarner Park, Sussex Street, Brighton, East Sussex, BN2 9QN**