

Brightmove Care Complaints & Representations Policy

Policy Owner: Registered Manager

Approved by: Director

Date Made: 01/03/2026

Review Date: 01/03/2027

Policy Reviewer: David Locke – Manager

1. Purpose

This policy sets out how Brightmove Care listens to, responds to, and learns from complaints and representations. It ensures that children, families, professionals, and others can raise concerns safely, fairly, and without fear of reprisal.

2. Scope

This policy applies to complaints and representations made by children, parents, carers, professionals, visitors, and members of the public regarding Brightmove Care.

3. Legal and Regulatory Framework

This policy is written in line with:

- Children's Homes (England) Regulations 2015
- Regulation 34 – Complaints and Representations
- Regulation 12 – Protection of Children
- Regulation 22 – Records
- Children Act 1989 and 2004
- Ofsted SCCIF
- Human Rights Act 1998

4. Complaints Principles

Brightmove Care is committed to:

- Taking complaints seriously
- Ensuring fairness and transparency
- Making the process accessible to children
- Resolving issues promptly
- Learning from feedback to improve practice

5. Roles and Responsibilities

Registered Manager – David Locke:

- Overall responsibility for managing complaints

Registered Manager – David Locke:

- Day-to-day handling and investigation of complaints

Director – Gemma Winn:

- Independent oversight where complaints involve management Staff
- Must support children and others to make complaints

6. What is a Complaint or Representation?

A complaint or representation may include dissatisfaction about:

- Care provided
- Staff conduct
- Decisions made
- Facilities or environment
- Safeguarding concerns

7. How to Make a Complaint

Complaints can be made:

- Verbally
- In writing
- By email
- With support from an advocate

Children will be supported to complain in ways that suit their age and understanding.

8. Timescales

- Complaints will be acknowledged within 2 working days
- Investigations will normally be completed within 28 days
- Complainants will be kept informed of progress

9. Investigation Process

Complaints will be investigated fairly and impartially.

Where safeguarding concerns are identified, these will be managed under the Safeguarding Policy.

10. Outcomes and Responses

Outcomes may include:

- Apology
- Explanation
- Action to improve practice
- Disciplinary action where appropriate
- Suspension of staff if appropriate

11. Escalation and External Complaints

If a complainant is unhappy with the outcome, they may escalate concerns to:

- The Director
- The placing authority
- Ofsted

Ofsted contact details will be made available to children.

12. Advocacy and Support

11A. Contacting Ofsted home.

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Phone: 0300 123 1231

Email: enquiries@ofsted.gov.uk

11B. Protection from Reprisal

No child, staff member, parent or professional will experience negative consequences for raising a complaint in good faith.

Brightmove Care encourages openness and transparency so concerns can be addressed quickly and fairly.

Children will be supported to access independent advocacy services to help them raise concerns or complaints.

13. Recording and Confidentiality

All complaints and actions taken will be recorded securely.

Records will be kept in line with Regulation 22.

14. Learning and Improvement

Themes and trends from complaints will be reviewed to improve practice and inform training.

15. Monitoring and Review

Complaints are monitored through audits, supervision, and Regulation 44 visits.

This policy is reviewed annually.



BRIGHTMOVE

CHILDREN'S RESIDENTIAL CARE HOMES

Suite 217 Queens Dock Business Centre,
Norfolk Street, Liverpool, L1 0BG

Appendix 1 – Staff Step-by-Step Guide

Complaints

1. Listen and take the concern seriously
2. Reassure the complainant
3. Record the complaint
4. Inform the Manager/Registered Manager
5. Support the investigation
6. Provide feedback and outcomes
7. Support escalation if requested

Appendix 2 – Complaints Process Flowchart

Concern raised → Acknowledge → Investigate → Outcome → Feedback → Learning → Escalation if required