# Brockham Arts Club – Complaints Policy

Effective from: July 2025  
Next review: July 2026

## 1. Statement of Intent

Brockham Arts Club is committed to providing high-quality, inclusive arts and drama experiences for all children and families. We take all feedback seriously and aim to resolve concerns promptly, fairly, and respectfully.

## 2. Aims of the Policy

- To provide a clear, accessible process for parents/carers and visitors to raise concerns.  
- To ensure all complaints are handled with transparency and professionalism.  
- To continuously improve our provision through constructive feedback.

## 3. Informal Resolution

- Most concerns can be resolved quickly by speaking directly to the session leader or club Director (Amanda Fairbank Hynes).  
- We encourage open communication and are happy to clarify or address concerns in person, by phone, or email.  
- Informal complaints will be acknowledged and responded to within 3 working days where possible.

## 4. Formal Complaint Procedure

If a concern cannot be resolved informally, it may be escalated as a formal complaint:  
Step 1 – Submit the complaint in writing to brockhamartsclub@outlook.com.  
Step 2 – The Director will acknowledge the complaint within 3 working days and investigate.  
Step 3 – A written response will be provided within 10 working days of the complaint being received.  
Step 4 – If the issue remains unresolved, an independent review may be arranged.

## 5. Safeguarding Concerns

- Any complaint relating to the welfare or safety of a child will be treated as a safeguarding concern.  
- Such complaints will be referred immediately to the Designated Safeguarding Lead (DSL) and, if appropriate, to Surrey C-SPA or the Local Authority Designated Officer (LADO).

## 6. Confidentiality

- All complaints will be handled sensitively and confidentially.  
- Personal information will only be shared with those involved in investigating or resolving the complaint.

## 7. Monitoring and Review

- Complaints will be logged and reviewed regularly to identify patterns and inform service improvement.  
- This policy is reviewed annually or following any significant incident or complaint.

## Contact

To raise a concern or submit a formal complaint, please contact:  
📧 brockhamartsclub@outlook.com  
We are committed to working with you to resolve any issue constructively and respectfully.