

 Incorporating Bromley Scope	Version	2
	Date Ratified	11 th September 2025
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	Ratified by	Senior Management Team

Bromley Mencap Training Centre Complaints Procedure

Background

Bromley Mencap Training Centre is committed to ensuring that high-quality teaching and learning is provided within a supportive environment for all learners. However, should any concerns or issues arise Bromley Mencap will work to resolve these as soon as possible, taking care and following due process to find a resolution. We aim to resolve matters as quickly and effectively as possible.

Any person, including a member of the public, can make a complaint about the provision of facilities or services that the Training Centre provides. This policy outlines the procedure that the complainant and school must follow.

Once a complaint has been made, it can be resolved or withdrawn at any stage.

Stage 1: Informal Concerns

In the first instance, any concerns or issues should be raised with the member of staff or by contacting the Head of Curriculum & Quality Manager.

This could be in person, via telephone or email. There is no set format for this. However, any strategies for resolving the concern or desired outcomes should be suggested at this stage.

A response and outcome will normally be provided within 5 working days, depending on the nature and severity of the concern.

Stage 2: Formal Complaint

If you remain unsatisfied with the action taken at Stage 1, a formal complaint can be made in the first instance to the Head of Curriculum & Quality Manager or to the Deputy Chief Executive Officer (CEO).

This should be done in writing outlining the nature of the complaint and covering as much information and facts as possible.

When a formal complaint is made, an Investigating Officer will be appointed. Their role will be to conduct interviews, gather further facts and information and liaise with any necessary agencies.

A fair and confidential investigation will be carried out and a full, impartial and reasoned reply will be provided within 10 working days.

Stage 3: Formal Appeal

If the complainant wishes to appeal the outcome of the formal complaint, this should be made to the CEO of Bromley Mencap.

This will be reviewed by the CEO or delegated to a member of SLT, depending on the nature of the complaint and appeal. This should be submitted in writing and include all information and facts, along with any supporting evidence.

They will investigate by interviewing members of staff and reviewing any evidence or documentation submitted. A reply will be provided within 10 working days.

Other complaints

There are external agencies or professionals who may handle specific complaints or be liaised with by the Investigating Officer whilst they conduct their own investigations. They are outlined below:

SEND placement	Local Authority Special Educational Needs and Disability (SEND) Team
Education delivery and practice	The Office for Standards in Education, Children's Services and Skills (OFSTED)
Safeguarding	Local Authority Designated Officer (LADO)
Assessments and qualifications	Awarding Body; Open College London (OCN)
Funding	Department for Education (DfE)
Data protection/personal details	Information Commissioner's Office (ICO)
Health and safety	Health and Safety Executive (HSE)