

# Corporate Complaints, Compliments & Comments



## Brighter Futures for Children

Brighter Futures for Children is responsible for all Children, Education and Early Help services in Reading, including those with Special Educational Needs and Disabilities (SEND).

We have two types of complaints procedures. One is for complaints about children's services and the other is for corporate complaints. This information sheet covers corporate complaints.

**Please be assured that your complaint will be confidential. All of our complaints are managed on our behalf by Reading Borough Council's Customer Relations Team. Information about your complaint will only be shared with relevant staff.**

We are always looking for ways to improve our services and raise standards. We value all feedback, whether it is a complaint, comment, compliment or suggestion.

There are a number of ways you can contact us:

**Call:** 0118 937 3787

**Write:** Freepost RTLS-CKGX-RKLL  
Brighter Futures for Children  
Customer Relations Team  
Bridge Street  
Reading RG1 2LU

**Email:** [socialcare.complaints@reading.gov.uk](mailto:socialcare.complaints@reading.gov.uk)

**Text:** type SPKUP & your message to 81722

## Not all complaints to us follow the procedure in this document

If you have a complaint about:

**Schools.** Please contact the Headteacher of the school directly.

**Children's Social Care:** Please follow our other, three stage complaints procedure. You can find this on our website: <https://brighterfuturesforchildren.org/about/compliments-and-complaints/>

## Tell us if things go wrong

We always try to do our best but we know that, sometimes, things go wrong. If this happens it's important that you tell us as soon as possible.

Generally, complaints should be about matters which have happened within the last 12 months although, in some cases, we can accept complaints that are older than this. If you are not sure please discuss your complaint with us.

You can make a corporate complaint using [this link to the online form](#).

## Sorting out Complaints:

Most complaints can be sorted out by discussing the problem. If we agree a solution, we will keep a record to make sure nothing was missed. If we cannot solve the problem immediately it will be passed on for further investigation and action.

We use a two stage complaints process to do this.

### Stage One

- Within 5 working days we will write and tell you who is investigating your complaint
- The letter will also explain how long this will take
- We aim to answer your complaint within 20 working day.
- The investigating officer will write to you with the results of the investigation
- This letter will explain what to do if you are not happy with the investigation
- If you want to take your complaint to stage two you need to write to us within 14 days of receiving this letter.

### Stage Two

- Within 5 working days we will write and tell you who is doing the stage two investigation
- The investigating officer will be a more senior officer
- The officer will contact you and make a written record of your complaint
- Within 30 working days their service manager will write and tell you the result of the investigation
- You will also get a copy of the officer's report.

We aim to sort out any complaint as quickly as possible and hopefully you won't want to go to stage two. However, if you are still dissatisfied after stage two you have the right to contact the Local Government Ombudsman.

**The Local Government Ombudsman**, PO Box 4771, Coventry, CV4 0EH

Telephone: 0300 061 0614

[www.lgo.org.uk](http://www.lgo.org.uk)