

Complaints Policy



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Organisation Name: RESTA Alternative Provision

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Approved By: Sophie Caparn

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1. Policy Statement

RESTA AP is committed to providing a high-quality service and welcomes feedback. This policy explains how anyone – a child or young person, a parent or carer, a commissioning school, the Local Authority, or a member of the public – can raise a complaint, and what happens next.

2. Scope

This policy applies to complaints from children and young people, parents and carers, commissioning schools, the Local Authority, staff, and any other person or organisation involved with RESTA AP's provision.

3. Safeguarding Concerns and Complaints – What's the Difference?

If someone feels a child is unsafe, or is worried that a child or young person is being harmed, this is a safeguarding concern and should never wait for this process. It should go straight to a trusted adult, or to Sophie Caparn (Designated Safeguarding Lead) or Esther Borrett (Deputy DSL), following RESTA AP's Safeguarding and Child Protection Policy.

This policy covers complaints – being unhappy about how someone was treated, a decision that was made, service quality, or something that happened during a session, where it is not itself an immediate safeguarding risk.

4. How to Make a Complaint

A complaint can be made verbally or in writing, in whatever way feels easiest. This includes speaking to any member of staff, or contacting Sophie Caparn directly on sophie@resta-ap.co.uk or +44 7718 246640. If the complaint is about Sophie Caparn, it should be raised with Esther Borrett directly instead, on esther@resta-ap.co.uk or +44 7415 240902.

5. For Children and Young People

You have the right to feel safe, listened to, and treated fairly. You can complain in whatever way feels easiest – by speaking to your keyworker or session leader, or asking a parent, carer, or another trusted adult to raise it for you. Staff will help put your complaint into words if that helps, and you don't have to write anything down if you don't want to.

6. What happens next?

The complaint is acknowledged within 2 working days, and looked into fairly by someone not directly involved wherever possible. A response is given within 10 working days, explained clearly, or sooner if urgent. Complaints are recorded, and where one raises a safeguarding concern, it is also recorded on MyConcern and handled under the Safeguarding and Child Protection Policy.

7. If you're still not happy

Anyone can ask for the complaint to be reviewed by RESTA AP's Director. Parents, carers, schools or the Local Authority can also raise it directly with the commissioning body. Children and young people can additionally contact Childline, free and confidential, on 0800 1111 or [childline.org.uk](https://www.childline.org.uk), or the NSPCC Helpline on 0808 800 5000.

8. Fairness and Equality

No one will be treated differently, or experience any disadvantage, as a result of making a complaint in good faith. Complaints will be handled in a non-discriminatory, culturally and religiously sensitive manner, regardless of who raises them.

9. Monitoring and Review

Complaints are reviewed periodically by the Director to identify any patterns and improve practice. This policy will be reviewed annually, or sooner where practice or guidance changes.

This policy should be read alongside RESTA AP's Safeguarding and Child Protection Policy.

Emergency Contacts

Emergency Services (Police, Fire or Ambulance)

999

Police (Non-Emergency)

101

Children's Social Care

Contact details for the relevant Local Authority should be used according to the child's home authority or the commissioning authority.

NSPCC Helpline

0808 800 5000

<https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/>

Key Safeguarding Contacts

Designated Safeguarding Lead (DSL)

Sophie Caparn

+44 7718 246640

sophie@resta-ap.co.uk

Deputy Designated Safeguarding Lead

Esther Borrett

+44 7415 240902

esther@resta-ap.co.uk

Local Authority Designated Officer (LADO)

The Designated Safeguarding Lead will contact the appropriate **Local Authority Designated Officer (LADO)** for the local authority in which the child resides or where the allegation has arisen, in accordance with local safeguarding partnership procedures.

Policy Approval

Approved by: Sophie Caparn

Position: Director of Education and Curriculum Development

Signature:

A handwritten signature in black ink, appearing to be 'SC' or a stylized version of the name 'Sophie Caparn'.

Date Approved: August 2026

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