



## **Bright Family Pathways Ltd Complaints Policy**

### **1. Purpose**

Bright Family Pathways Ltd is committed to providing a safe, professional, and impartial social work service. This Complaints Policy sets out how concerns or complaints about our services may be raised and addressed fairly, consistently, and transparently.

---

### **2. Scope**

This policy applies to all services provided by Bright Family Pathways Ltd, including supervised contact services, assessments, and child-focused direct work.

---

### **3. Who Can Make a Complaint**

A complaint may be made by:

- A parent or guardian using the service
  - A child or young person, with appropriate support
  - A legal representative acting on behalf of a parent or carer
  - A referring professional or agency
- 

### **4. What Can Be Complained About**

Complaints may relate to:

- The conduct or behaviour of practitioners or supervisors
  - The quality or delivery of services
  - Alleged breaches of policies or procedures
  - Administrative processes or communication issues
- 

### **5. What Cannot Be Considered Under This Policy**

Bright Family Pathways Ltd cannot consider complaints relating to:



- Court decisions, judicial outcomes, or legal directions
- Professional opinions or recommendations, unless factual inaccuracies can be demonstrated
- Matters outside the control or responsibility of Bright Family Pathways Ltd

---

## **6. How to Make a Complaint**

All complaints must be submitted in writing by email or letter and should include:

- The complainant's name and contact details
- A clear description of the complaint
- Relevant dates and details
- Any outcome the complainant is seeking

---

## **7. Complaints Procedure**

1. Written complaints will be acknowledged within **five working days**.
2. The complaint will be reviewed by a manager or director not directly involved, where possible.
3. A written response will normally be provided within **20 working days**.
4. Where further investigation is required, the complainant will be kept informed of progress.

---

## **8. Possible Outcomes**

Outcomes may include:

- An explanation or clarification
- An apology where appropriate
- Changes to practice or procedures
- Additional staff training or supervision measures

---

## **9. Escalation**



If a complainant remains dissatisfied, they may seek independent advice or raise the matter with an appropriate external body. Bright Family Pathways Ltd will cooperate with any lawful investigation.

---

### **10. Recording and Monitoring**

All complaints and outcomes are recorded securely and reviewed periodically to support learning, accountability, and service improvement.

---

### **11. Review**

This policy is reviewed annually and updated as required to reflect changes in legislation, guidance, or practice.