

Complaints Procedure



Your right to complain

Every year Braeside Education Centre welcomes thousands of young people from across Wiltshire and neighbouring counties. However, rarely something may occur which may not meet your expectations regarding delivery and service, which is disappointing for all involved.

Our aim is to put things right wherever possible. Please be reassured that we will take lessons from all issues identified to ensure that we continue to improve. We always treat your complaint confidentially and all complaints will be dealt with fairly.

Visiting leader or teacher complaints

If any issues arise during your visit, it is important to inform the Head of Centre who will strive to rectify any issues before you need to make a formal complaint. Following your stay, we urge all of our visit leaders to let us know when things may not be right, affording us the opportunity to remedy any issues wherever possible. If you wish to make a formal complaint, please follow the procedure outlined below.

Parent and young person complaints

If you are a parent or guardian of a child who has visited Braeside Education Centre with a school or group or if you are a young person yourself, please raise any complaints with your teacher or visit leader so that they may work with us to resolve your complaint following our formal complaints procedure.

Making a formal complaint

You can raise a complaint with us by writing us a letter or an email or giving us a call. We aim to acknowledge your concerns within 24 hours of receipt (excluding weekends). Once received and where required we will then carry out an investigation to your concerns and will respond again within 10 working days. At this time we will either inform you of the outcome of the complaint or we may require an extension in order to fully resolve the issue. We will aim to resolve all complaints within an eight-week period after receipt of the complaint, unless the nature is deemed to require third party support and an independent adjudicator for resolution. If this is the case, new time frames may be required and agreed.

Send your complaint to:

Head of Centre
Braeside Education Centre
Bath Road
Devizes
SN10 2AP

01380 722 637

info@braeside-education.co.uk