



## THE BRIDGE EDUCATION CENTRE COMPLAINTS PROCEDURE

The Bridge Education Centre (BEC) seeks to provide an outstanding service to students, parents and partners at all times. If you feel we have not done this, please do not hesitate to let us know, following the procedure below:

- Contact the BEC and let us know about your concern/complaint. We undertake to respond within 24 hours or sooner and will hopefully be able to address your concern immediately.

Contact details: Mrs Sue Wright – Headteacher - The Bridge Education Centre  
Phone: 02380 629306  
Email: [office.bridge@bec.hants.sch.uk](mailto:office.bridge@bec.hants.sch.uk)  
Marking the email confidential for Headteacher  
Address: 2c Newtown Road, Eastleigh, Hampshire, SO50 9DB

- If you feel that your concerns have not been dealt with appropriately, you can contact the Headteacher by calling 02380 629306.
- If your concern cannot be resolved by the Headteacher, you can contact the Chair of the Management Committee in writing at the following address:

2c Newtown Road  
Eastleigh  
Hampshire  
SO50 9DB

Marking the envelope 'Private and Confidential'.

Concerns involving child protection issues should be reported using the guidance in the Centre's Child Protection Policy.

We value your opinions and will ask for your feedback at regular intervals using a short questionnaire.