



DC002 CHALLENGERS EXPRESSING YOUR VIEWS (COMPLAINTS AND COMPLIMENTS)

		Date	Amended by:
Issue	1	December 2011	Laura Sercombe
Issue	2	February 2014	Jonathan Dobson
Issue	3	May 2014	Laura Baxter
Issue	4	September 2014	Jessica Oliver
Issue	5	September 2015	Jonathan Dobson
Issue	6	February 2016	Laura Sercombe
Issue	7	February 2017	Laura Sercombe
Issue	8	February 2019	Laura Sercombe
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1. Background

Children, families, staff or even members of the public who come in to contact with Challengers may feel like making suggestions, voicing a concern or giving a compliment. This may make something better or be a chance to suggest an alternative way of doing something. Sometimes Challengers just need to know that something isn't quite right or as good as it could be. Understanding and taking appropriate action about a complaint can be an excellent way to improve service and be better.

Speak to a Challengers Leader at a scheme

At Challengers we encourage people to tell us what they think. At our play and youth services, the first person to speak to is the Challengers Leader who manages the day-to-day operation of the scheme. The Leader should be able to help with a majority of questions and be able to put in place simple 'on-the-ground' adaptations to what we do.

The Leader – or any Challengers staff – will use a *DC002A Challengers Complaints Form* to record the concern or complaint so that the actions can be recorded and we can get back in touch with the person who made the complaint. The Leader will report the complaint and file the form with their line manager and/or a senior member of the Operations Team.

2. How to make a complaint

Verbal complaint – talk to us

Talk to one of our team members at any Challengers scheme or department – if they cannot help, ask to speak to the Leader or the Deputy Leader or the Head of Department. This does not have to be a public discussion – feel free to ask for a few minutes in private. If the discussion happens at a scheme staff may need to arrange a time to meet – we cannot immediately leave our responsibilities at the scheme while children and young people are with us.

If it is not practical or possible to discuss the complaint with the Leader then contact the appropriate team or department at Challengers:

For services for children, young people and their families

Operations: 01483 230 930 or playandleisureteam@disability-challengers.org

Other departments

Chief Executive Office: 07851 246803 or ChiefExecutiveOfficer@disability-challengers.org

Communications: 01483 230 060 or communications@disability-challengers.org

Finance: 01483 230 589 or finance@disability-challengers.org

Fundraising: 01483 230 060 or fundraising@disability-challengers.org

Quality (Human Resources and Personnel): 01483 230 938 or work@disability-challengers.org

Written complaint

If it is not appropriate or possible to speak to someone at Challengers then write to:

Chief Executive Officer, Challengers, Stoke Park, Guildford, Surrey, GU1 1TY or email ChiefExecutiveOfficer@disability-challengers.org

What Challengers will do

Your written complaint will be acknowledged within 24 hours of receipt and an investigation carried out. Within 28 days all people (and relevant agencies) concerned will receive a full response in writing and have the opportunity to meet and go through this response in person.

Any written (email or letter) complaint about an Ofsted registered scheme will be forwarded and reported to Ofsted and the relevant Local Authority Short Breaks Team.

3. Investigation

Getting back to the person who complained and keeping in touch

Whether the complaint is received verbally or in writing, the CEO will ask the appropriate Head of Department to investigate the complaint and report back to the person, family or agency (complainant) within 28 days. During any investigation Challengers will keep the person who complained in touch and may well discuss the detail of the complaint to get more information to help an investigation – this could involve telephone calls, meetings or requests for reports.

The member of Challengers staff who receives a complaint will start a *DC002A Challengers Complaints Form* to record the incident and any actions taken by staff. Challengers Chief Executive Officer will see all of these forms.

What if the person or family is not happy with the investigation – appealing

The person complaining must contact the CEO to ask for the investigation and/or complaint to be heard again. The CEO will acknowledge this appeal within 24 hours and explain the actions that Challengers will take.

Speak to Challengers trustees

If you have spoken or written to the Chief Executive Officer and are still not happy, you can escalate this to the Chair of Trustees, (using the same postal address), who will discuss your concerns and carry out an investigation.

4. Ofsted and the local authority

All complaints about play schemes will also be forwarded to Ofsted and our commissioners. Challengers is registered by Ofsted Early Years and Social Care, the national government body who registers and inspects all settings providing childcare and social care. If anyone feels that they have exhausted methods to complain to Challengers staff they must contact Ofsted.

How to contact Ofsted:

Write: Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD

Email: enquiries@ofsted.gov.uk

Internet: <http://www.ofsted.gov.uk/contact-us/how-complain>

Web form: <https://contact.ofsted.gov.uk/contact-form>

Phone: 0300 123 4666

Safeguarding and keeping children safe

If anyone is concerned about the safety of children, young people or young adults at Challengers they must contact:

Chief Executive Office: 01483 579 390 or ChiefExecutiveOfficer@disability-challengers.org

5. Fundraising

Complaints may be made regarding fundraising practice by staff or others fundraising on our behalf regarding poor or controversial fundraising methods or approaches. If the Fundraising Team follows good practice as suggested by the Code of Fundraising Practice, many complaints can be avoided altogether.

Challengers is registered with the Fundraising Regulator and any Fundraising based complaints we receive are reported to them. We abide by all fundraising regulation and our website and Fundraising Policy drives our commitment to only fundraise using ethical standards.

We understand that not everyone who makes a complaint will be satisfied with Challengers response and may wish to seek an independent body to investigate their complaint. In this circumstance, we would refer the complaint to the Fundraising Regulator.

How to contact Fundraising Regulator

Write: 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH

Internet: <https://www.fundraisingregulator.org.uk/complaints>

T: 0300 999 3407

E: admin@fundraisingregulator.org.uk

Challengers relies in part on Voluntary Income raised by our Fundraising Team, and therefore it is in our interest to learn from complaints made against our procedures. Any formal complaint made will generate a Team Meeting to be held amongst the Fundraising and Communications Teams, to discuss how the outcome affects our Fundraising Practices in the future and what actions need to take place to ensure the same situation does not arise again and potentially jeopardise our Fundraising Income.

6. Sharing of data

Challengers may sometimes send copies of reports, notes and letters regarding a complaint to Ofsted or the relevant local authority. We will keep a record of the complaint using our Complaints and Incident Register.

DOCUMENT CHANGE HISTORY				
Plan Version No.	Release Date	Summary of Changes	Section No./ Paragraph No.	Changes Made By
1	December 2011	Change of layout, updated names of Chair and CEO	2	CEO
2	August 2012	Added the completion of a Complaints Form.	2	Jonathan Dobson
3	August 2012	Added new Ofsted detail from Ofsted website 'How to Complain'.	4	Jonathan Dobson
4	February 2014	Changed Ofsted detail	3	Jonathan Dobson
5	February 2014	Changed order of complaint escalation.	2	Jonathan Dobson
6	May 2014	Added fundraising complaints	5	Laura Baxter
7	September 2014	Added details of FRSB membership	5	Jessica Oliver
8	September 2015	Removed 'suggestion box' item for accuracy. Added email as 'written' complaint.	1 3	Jonathan Dobson
9	February 2016	Updated around current fundraising standards development	5	Laura Sercombe
10	February 2017	Updated around Fundraising Regulator	6	Laura Sercombe
11	July 2021	Updated email address for Fundraising Regulator and included mention of the code of fundraising practice	5	Louise Clarke

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