



# DC002 Complaints Procedure

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## Contents

- 1. Background .....2
- 2. How to make a complaint .....2
  - Verbal complaint – talk to us .....2
  - For services for children, young people and their families.....2
  - Other departments .....2
  - Written complaint .....2
  - What Challengers will do .....3
- 3. Investigation .....3
  - Getting back to the person who complained and keeping in touch .....3
  - What if the person or family is not happy with the investigation – appealing.....3
  - Speak to Challengers trustees .....3
- 4. Ofsted and the local authority .....3
  - How to contact Ofsted: .....3
  - Safeguarding and keeping children safe .....4
- 5. Fundraising .....4
  - How to contact Fundraising Regulator .....4
- 6. Sharing of data .....4
- DOCUMENT CHANGE HISTORY .....5

# 1. Background

Children, families, staff or even members of the public who come in to contact with Challengers may feel like making suggestions or voicing a concern. 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 all our 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 our Challengers CPOM online incident management system 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 to their line manager and/or a senior member of the Service 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**

Service: 01483 230 930 or [playandleisureteam@disability-challengers.org](mailto:playandleisureteam@disability-challengers.org)

## **Other departments**

Chief Executive Office: 01483 579 390 616 or [ChiefExecutiveOfficer@disability-challengers.org](mailto:ChiefExecutiveOfficer@disability-challengers.org)

Communications: 01483 579 390 or [communications@disability-challengers.org](mailto:communications@disability-challengers.org)

Finance: 01483 579 390 or [finance@disability-challengers.org](mailto:finance@disability-challengers.org)

Fundraising: 01483 579 390 or [fundraising@disability-challengers.org](mailto:fundraising@disability-challengers.org)

Quality (Human Resources and Personnel): 01483 579 390 or [work@disability-challengers.org](mailto: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](mailto:ChiefExecutiveOfficer@disability-challengers.org)

### **What Challengers will do**

Any complaint will be acknowledged within 24 hours of receipt and where necessary an investigation carried out. We may ask you to clarify if you consider your concerns to be a complaint as sometimes concerns or suggestions can be easily addressed without needing to follow the complaints procedure. Any complaint investigation will be carried out as soon as possible and within 28 days all people (and relevant agencies) concerned will receive a full response and have the opportunity to meet and go through this response in person.

Any complaint about an Ofsted registered scheme will be forwarded and reported to Ofsted within 14 days and the relevant Local Authority Short Breaks Team (see section 4.)

## **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 record on Challengers CPOM online incident management system. Challengers Chief Executive Officer will see all of these records.

### **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 a further investigation.

## **4. Ofsted and the local authority**

All complaints about schemes that are registered with Ofsted 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](mailto: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:

Paul Wilson – Designated Safeguarding Lead 07815 553 212 or [paulwilson@disability-challengers.org](mailto:paulwilson@disability-challengers.org).

See our Safeguarding page on the Challengers website for more information about how we keep children and young people safe - <https://disability-challengers.org/safeguarding/>

## 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](mailto: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 through our CPOMS Online Incident Management System.

<b>DOCUMENT CHANGE HISTORY</b>				
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
12	Aug 2022	Changed the title to focus on Complaints. General update including the use of CPOMS and making it clearer when we report to Ofsted.	Throughout	Paul Wilson
13	Aug 2025	General update	Throughout	Paul Wilson