

Complaints Policy

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Role:	Safeguarding Lead, Board of Trustees
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Ed Thatcher

CEO



September 2026

Dave Poulsom

Chair of Trustees



September 2026

Complaints Policy

1. Our commitment

Endeavour aims to provide safe, high-quality and inclusive services. We welcome feedback and take concerns and complaints seriously. We will listen, respond fairly, protect confidentiality as far as possible, and use complaints to improve our services.

A complaint is any expression of dissatisfaction about an Endeavour service, decision, action, omission, conduct, policy or procedure where a response or remedy is expected. You do not have to use the word “complaint” for us to treat it as one.

2. Who can use this policy

This policy applies across Endeavour, including Alternative Education Provision (AEP), Kids Club, Youth Work, community and holiday activities, trips, off-site activities and online/digital delivery where applicable.

A complaint may be made by a child or young person, parent/carer, commissioner or referrer, partner organisation, visitor or other person affected by our services.

3. How to make a complaint

You can complain in the way that works best for you

You can speak to us in person or by telephone, write to us, email us, or ask us to record a verbal complaint for you. Children and young people can complain directly and can ask a trusted adult or advocate to help them. We will make reasonable adjustments for disability, SEND, communication, language or literacy needs.

Please tell us, where possible:

- what happened and what you are unhappy about;
- who was involved and when it happened;
- what you have already tried, if anything;
- what you would like us to do to put things right; and
- how you would like us to contact you.

You can raise a complaint verbally or in writing. Where a complaint is complex, serious, disputed, or would benefit from a clear record, we may ask you to put the complaint in writing or confirm the main points in writing. We will provide support or reasonable adjustments where needed so that this does not create a barrier to making a complaint.

Complaints should normally be raised with the relevant Endeavour Service or Programme Manager. If the complaint is about that manager, it should be sent to a senior leader or the CEO. A complaint about the CEO should be sent to the Chair of Trustees. A complaint about the Chair should be sent to another trustee nominated for the purpose.

If you are unsure who to contact, send the complaint to Endeavour’s main contact address and we will route it to the right person.

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4. What happens after you make a complaint

We will make sure your complaint is considered by an appropriate person, handled fairly and proportionately, and kept as confidential as possible. We may contact you to clarify the complaint, obtain further information or discuss how it can be resolved.

If your complaint is about the person who would normally deal with it, or there is another conflict of interest, it will be passed to another appropriate senior person. Details of Endeavour's internal complaint-handling process are set out in our internal Complaints Procedure.

5. Safeguarding and serious concerns

Safeguarding concerns are acted on immediately

If a complaint suggests that a child may be at risk of harm, or raises a safeguarding concern about an adult working with children, we will refer it immediately through our safeguarding procedures. Safeguarding action may take place before or alongside the complaints process. We will not delay protective action while a complaint is being considered.

This includes concerns about child-on-child abuse, sexual harassment or violence, harmful sexual behaviour, bullying, discriminatory abuse, online abuse, or the conduct of an employee, volunteer, trustee, contractor or other adult working with children.

6. Fairness, confidentiality and support

- You will be treated with respect and will not be disadvantaged for raising a complaint in good faith.
- Children and young people can be supported by a trusted adult or advocate.
- We will make reasonable adjustments where needed.
- We will share personal information only where there is a lawful and legitimate need to know.
- The person investigating will be sufficiently independent of the matter complained about.
- Anonymous complaints will be considered on the information available, especially where safeguarding or serious misconduct is raised.

7. Complaints about AEP, Kids Club and Youth Work

The same core complaints process applies across Endeavour, but external routes may differ by service.

- AEP: some matters may also involve a commissioning school, local authority or referrer. Endeavour will investigate complaints about its own staff, services and actions and will explain if another organisation is responsible for a particular decision.
- Kids Club: parents and carers have the right to complain directly to Ofsted if they believe that we are not meeting our registration requirements. Ofsted will consider and investigate complaints about registered settings.
- Ofsted contact details:
 - Email: enquiries@ofsted.gov.uk
 - Telephone (General): 0300 123 1231
 - Telephone (Complaints): 0300 123 4666

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- This contact information will be provided to parents and carers upon request.
- Youth Work and out-of-school activities: safeguarding concerns may be referred to local authority safeguarding services, the LADO or police where appropriate.

8. Matters dealt with under another policy

Some concerns are better dealt with under a different process. For example, staff employment concerns are handled under grievance or disciplinary procedures; staff whistleblowing concerns under the Whistleblowing Policy; safeguarding allegations and low-level concerns under safeguarding procedures; and data protection complaints under the relevant data protection process. We will tell you if another route applies.

9. Records, learning and review

Endeavour keeps appropriate complaint records and uses them to identify learning, repeated concerns, safeguarding themes, accessibility issues and service improvements. Records are retained in line with legal, regulatory, safeguarding and data protection requirements. The policy is reviewed at least annually and sooner where guidance, regulation or organisational arrangements change.

10. Related policies and guidance

- Safeguarding / Child Protection Policy
- Managing Allegations / Low-Level Concerns procedure
- Whistleblowing Policy
- Staff Code of Conduct
- Data Protection and Records Retention policies
- Equality, Inclusion and SEND-related policies where applicable