



GILLINGHAM, DORSET
OPEN AWARD CENTRE

COMPLAINTS PROCEDURE

We hope that everyone who comes into contact with Gillingham DofE Open Award Centre has a positive experience. We recognise that there will be occasions when things go wrong, or when someone wants to voice their concerns about our programme or activities, including the services we provide and/or the behaviour of a member of our staff. A complaint is the first step in helping us put matters right and gives us an opportunity to learn and improve.

If you have a general enquiry, or wish to provide feedback, please contact us through our contact form here: <http://www.gillinghamdofe.co.uk/contact/>

DofE programmes are delivered locally through Licensed Organisations - in this instance Dorset Council. If you are dissatisfied with the response from us your next step would be to contact the Outdoor Education Service Manager, Mr Paul Burrows by emailing paul.burrows@dorsetcouncil.gov.uk.

Only when the Licensed Organisation or complaint process has been exhausted will the DofE charity investigate. If you are dissatisfied with the response, please email or write to your [DofE Regional or Country office](#).

All parties aim to acknowledge your complaint within three working days and if we cannot provide a full response within 10 working days, we will keep you updated with the progress of our investigations. We will treat your complaint seriously and with discretion.

Any outcome or decision will be shared with you in writing – this is usually by email.

The complaint will be used to review and improve our services.

We have a few basic rules for the acceptance of complaints:

- Complaints must have been raised with the organisation in question and their complaints procedure concluded before referring the complaint on to the DofE Charity.
- We do not generally investigate anonymous complaints.
- We do not generally investigate complaints where the origin of the subjects of the complaint cannot be identified.
- We do not accept complaints that are raised on behalf of or regarding other people (except by parents/carers of young people). We do not progress complaints that we believe to be vexatious or malicious.
- We will consider that a complaint is resolved once we have provided a response unless we are informed of new relevant information.