



# Alliance Française

## *Oxford*

### COMPLAINTS POLICY OF ALLIANCE FRANÇAISE D'OXFORD

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Alliance Française Oxford views complaints seriously.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Alliance Française Oxford knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

#### **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Alliance Française Oxford.

#### **Where Complaints Come From**

Complaints may come from any person or organisation who has a legitimate interest in Alliance Française Oxford. A complaint can be received by email or in writing. This policy does not cover complaints from staff, who should use s Alliance Française Oxford Discipline and Grievance policies.

#### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

#### **Responsibility**

Overall responsibility for this policy and its implementation lies jointly with the Board of trustees and the management.

#### **Review**

This policy is reviewed regularly and updated as required. Adopted on 1st September 2015

Last reviewed March 2017



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## COMPLAINTS PROCEDURE OF ALLIANCE FRANÇAISE D'OXFORD

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### Publicised Contact Details for Complaints

Christine Plews  
Morgan Blake Solicitor  
Oxford  
OX2 0FB  
trustees@af-oxford.org

### Receiving Complaints

#### 1. Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to Christine Plews within two weeks. On receiving the complaint, Christine Plews will record it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

#### 2. Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to:

Isabelle Barber  
Rhodes House South Parks Road  
Oxford, OX1  
Isabelle.barber@rhodeshouse.ox.ac.uk

The request for Board level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can



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expect a reply.

Isabelle Barber may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution. The complainant can complain to the Charity Commission at any stage.

Information about the kind of complaints the Commission can involve itself in can be found on their website at: [www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx)

## CHILD PROTECTION POLICY

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### Introduction

This document is the Child Protection Policy for Alliance Française d'Oxford, which will be followed by all members of the organisation and followed and promoted by those in the position of leadership within the organisation.

The purposes of the Alliance française d'Oxford are:

- to advance the education of the general public in the subject of the French Language and French culture in Oxford and the surrounding area;
- to bring together those who desire to contribute towards the understanding and enjoyment of French culture and language;
- to foster greater mutual understanding between England and France by encouraging linguistic and cultural interactions.

### The purpose of this policy:

We know that being a young person makes them vulnerable to abuse by adults. The purpose of this policy is to make sure that the actions of any adult in the context of the



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activities carried out by the organisation are transparent and safeguard and promote the welfare of all young people.

## Legal framework

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely:

- Children Act 1989
- United Convention of the Rights of the Child 1991
- Data Protection Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Protection of Freedoms Act 2012
- Relevant government guidance on safeguarding children

We recognise that:

- the welfare of the child is paramount, as enshrined in the Children Act 1989
- all children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.
- We will seek to keep children and young people safe by:
- valuing them, listening to and respecting them
- adopting child protection practices through procedures and a code of conduct for staff and volunteers
- developing and implementing an effective e-safety policy and related procedures
- providing effective management for staff and volunteers through supervision, support and training
- recruiting staff and volunteers safely, ensuring all necessary checks, including DBS checks, are made
- sharing information about child protection and good practice with children, parents, staff and volunteers
- sharing concerns with agencies who need to know, and involving parents and children appropriately.

This policy is implemented through the following procedure policy and will be reviewed and updated at every AGM.

**March 2017**



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### **Confidentiality policy**

The organisation should ensure that any records made in relation to a referral will be kept confidentially and in a secure place.

Information in relation to child protection concerns should be shared on a “need to know” basis. However, the sharing of information is vital to child protection and, therefore, the issue of confidentiality is secondary to a child’s need for protection.

Abuse is always wrong and it is never the young person's fault. If you're worried about a child, please call the NSPCC Helpline on 0808 800 5000 for advice.

This policy is implemented through will be reviewed and updated at every AGM.

**March 2017**

**We are the Alliance française d'Oxford**

*the charity whose mission is to promote French language and culture in Oxford*

30 Polstead Rd, 1<sup>st</sup> Floor, Oxford, OX2 6TN

[www.af-oxford.org](http://www.af-oxford.org)



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