

Mid-Sussex Open Duke of Edinburgh Centre

Complaints Policy

Policy updated¹: **May 2025**

Adopted: **25 June 2025**

Next review date: **24 June 2026**

Complaints Policy

We strive to provide a DofE programme that provides a good experience for all participants & their parent/carers. Where a participant (over 18) or parent/carer has reason to complain we have the following process in place to resolve the complaint.

Initially, the complaint will be referred to the Open DofE Centre Coordinator. Where the complaint is about the Centre Coordinator, it will be passed to a Trustee who is not a DofE Leader to resolve.

1. If the matter remains unresolved it will be referred to West Sussex County Council as the DofE Licensed Operator.
2. If the complainant is still not satisfied, they will be advised that they should contact the Charity Commission which is also the regulator for complaints about the way that the Charity is run.

The nature of the complaint will often determine how quickly a response can be provided. Our timescales will be:

- Initial contact to be made within 14 days of the complaint being received. Where possible, this should be a full reply or, if further investigation/consideration is required, an acknowledgement with an indication of when the next/final response will be sent.
- The next contact, when required should be made within 14 days, then within 14 days thereafter until the complaint is resolved or a resolution cannot be found, at which point the complainant should be advised to contact West Sussex County Council as the DofE Licensed Operator.

Contact details are info@midsussexdofe.org or dofe@westsussex.gov.uk (*depending on the nature of the complaint*)

¹ The following terms have been used to provide consistency and are interchangeable with those in brackets:

Participant (Child(ren)/Young person or people)

Centre (MSOC/Charity)

Leader (young leader/volunteer/staff)

Trustee (Governor/Governing Body)