

NEWANGLE

Complaints Policy

September 2026

Next review due by: September 2027

1. Policy Statement

N3W ANGLE is committed to delivering high-quality mentoring, intervention, and sports programmes for young people across Thames Valley and Berkshire. We recognise that things do not always go to plan, and we welcome feedback - including complaints - as an important part of improving what we do.

We are committed to handling all complaints fairly, promptly, and confidentially. Every complaint will be taken seriously, investigated appropriately, and responded to clearly. Where a complaint reveals a problem with our practice, we will act on it.

This policy applies to complaints from any person or organisation with a legitimate interest in N3W ANGLE's work, including young people, parents and carers, referring professionals, schools, partner agencies, funders, and members of the public.

2. Scope

This policy applies across N3W ANGLE and covers complaints relating to both N3W ANGLE CIC and N3W ANGLE Collective Ltd. Throughout this policy, references to "N3W ANGLE" mean both organisations unless otherwise stated.

2.1 What this policy covers

This policy covers complaints about:

- The conduct or behaviour of any N3W ANGLE staff member, contractor, or volunteer
- The quality or delivery of an N3W ANGLE programme or session
- A decision made by N3W ANGLE that affects a young person or their family
- N3W ANGLE's communication with a referring school, agency, or partner organisation
- Any aspect of N3W ANGLE's administration or organisational conduct

2.2 What this policy does not cover

- Safeguarding concerns - these must be raised under the N3W ANGLE Child Protection and Safeguarding Policy and directed to the DSO
- Whistleblowing concerns about wrongdoing - these are covered by the N3W ANGLE Whistleblowing Policy
- Staff employment grievances - these are addressed through the relevant employment or contractor procedure

Where a complaint raises a safeguarding concern at any stage, it will be immediately referred to the DSO and managed under the Child Protection and Safeguarding Policy. The complaints process may continue in parallel where appropriate, but safeguarding always takes precedence, and is managed in accordance with Keeping Children Safe in Education 2026 and Working Together to Safeguard Children 2026.

3. Who Can Make a Complaint

The following may make a complaint under this policy:

- A young person currently or recently engaged with an N3W ANGLE programme
- A parent or carer of a young person engaged with N3W ANGLE
- A referring professional, including a teacher, pastoral lead, social worker, or youth justice worker
- A school, PRU, or other partner organisation
- A funder or commissioner
- A member of the public directly affected by N3W ANGLE's activities

Where a young person wishes to make a complaint, N3W ANGLE will make every effort to ensure the process is accessible and not intimidating. Young people may be supported through the process by a trusted adult of their choice.

4. How to Make a Complaint

Complaints can be made:

- In person, to any member of N3W ANGLE staff or directly to a director
- By email to thomas@n3wangle.com
- In writing to: N3W ANGLE, Dairy House, Moneyrow Green, Holyport, Maidenhead, Berkshire, SL6 2ND (covering both N3W ANGLE CIC and N3W ANGLE Collective Ltd)

Where a complaint is made verbally, the member of staff receiving it will make a written record of the key details and share this with the complainant to confirm accuracy before the complaint is progressed.

There is no time limit on making a complaint, but we encourage complainants to raise concerns as soon as possible. Where a significant amount of time has passed since the events in question, this may affect our ability to investigate fully, and we will explain this to the complainant.

5. The Complaints Process

Stage	Action	Timeframe
Stage 1 Informal resolution	The complainant raises the concern directly with the relevant staff member or with a director. N3W ANGLE will respond promptly and seek to resolve the matter informally where possible.	Within 5 working days of the complaint being received
Stage 2 Formal investigation	If Stage 1 does not resolve the complaint, the complainant is asked to put the complaint in writing. A director will acknowledge receipt and conduct a formal investigation, which may include speaking to relevant staff,	Acknowledged within 3 working days; full response within 20 working days

	reviewing records, and meeting with the complainant.	
Stage 3 Director review	If the complainant remains unsatisfied following Stage 2, they may request that the complaint be reviewed by the other director. That director will review the investigation and response and provide a final written decision.	Final decision within 10 working days of the review request
External escalation	If the complainant remains unsatisfied following Stage 3, they may refer the matter to the relevant external body (see Section 7). N3W ANGLE will cooperate fully with any external investigation.	As directed by the external body

Where the complaint is about a director, Stage 1 and 2 will be handled by the other director. Where both directors are implicated, the complaint will be referred directly to N3W ANGLE's external safeguarding consultant, Ann Marie Christian, as an independent reviewer.

6. How Complaints are Investigated

N3W ANGLE will investigate all formal complaints fairly, thoroughly, and without undue delay. The investigation will:

- Establish the facts of what occurred, drawing on records, accounts from staff, and any other relevant evidence
- Give the member of staff or volunteer about whom the complaint is made a fair opportunity to respond
- Consider whether the complaint reveals a systemic issue or a need to update policies, training, or procedures
- Be conducted confidentially, with information shared only on a need-to-know basis

All parties will be kept informed of progress during the investigation. Where the investigation takes longer than expected, the complainant will be notified with an explanation and a revised timescale.

The formal response to a complaint will set out:

- The findings of the investigation
- Any action N3W ANGLE has taken or intends to take as a result
- An apology where appropriate
- How to escalate the complaint if the complainant remains unsatisfied

7. External Escalation

If a complainant has exhausted the N3W ANGLE complaints process and remains unsatisfied, they may refer their complaint to the following external bodies as appropriate:

Safeguarding concerns	Reading LADO: LADO@reading.gov.uk 0118 937 2684
Concerns about a funded programme	The relevant funder or commissioner - e.g. Reading Borough Council
Concerns about a school placement	The school's own complaints process, or Ofsted where the school is regulated
Legal matters	The complainant's own legal adviser
Charity / CIC concerns	Companies House (N3W ANGLE CIC and N3W ANGLE Collective Ltd) or the Regulator of Community Interest Companies (N3W ANGLE CIC only)

8. Record Keeping

N3W ANGLE will maintain a secure record of all complaints received, including:

- The nature of the complaint and who made it
- The stage(s) at which the complaint was addressed
- The outcome of the investigation
- Any action taken as a result

Complaint records are held by the DSO and retained for a minimum of seven years. They are reviewed annually to identify any patterns or recurring issues that may indicate a need for organisational improvement.

Records are held in accordance with UK GDPR and the Data Protection Act 2018. Complainants may request access to records relating to their own complaint.

9. Confidentiality and Anonymity

N3W ANGLE will handle all complaints confidentially. Information about a complaint will only be shared with those who need to know in order to investigate and respond to it.

Where a complainant requests anonymity, N3W ANGLE will respect this as far as possible. However, there may be circumstances - particularly where a complaint has safeguarding implications - in which it is not possible to investigate fully without disclosing the source of the concern. In such cases, the complainant will be informed before any disclosure is made.

10. Unreasonable or Vexatious Complaints

N3W ANGLE is committed to treating all complaints seriously and respectfully. In rare cases, a complaint may be pursued in a way that is unreasonable, vexatious, or places an excessive burden on staff. In such circumstances, N3W ANGLE reserves the right to:

- Set boundaries on the frequency or format of communication
- Decline to reopen a complaint that has already been fully investigated and responded to
- Refer the matter to an external body where direct engagement is no longer productive

Any decision to treat a complaint as vexatious will be made by a director, documented, and communicated to the complainant in writing with reasons.

11. Review

This policy is reviewed annually. Complaints received during the year will be considered as part of the review to identify any improvements to N3W ANGLE's practice or procedures.

12. Key Contacts

Designated Safeguarding Officer (DSO)

Thomas Jarvis

Email: safeguarding@n3wangle.com | Tel: 07572273325

Deputy Designated Safeguarding Officer (DDSO)

Simeon Holder

Email: simeon@n3wangle.com Tel: 07468315693

External Safeguarding Consultant

Ann Marie Christian, Child 1st Consultancy Ltd

Email: amc@annmariechristian.com

Thames Valley Police

Non-emergency: 101 | Emergency: 999

Reading LADO

Tel: 0118 937 2684 | Email: LADO@reading.gov.uk