

Oxford Baby Cafes Group
Complaints and Allegations Procedure
(Rev 0 - 2016)

Oxford Baby Cafes Group recognises that it has a duty to act quickly and appropriately to resolve any complaints or allegations made against paid staff and volunteers working at any and all of its drop-in sessions.

In the first instance, complaints and allegations should be made either in person or in writing to:

Lisa Mansour IBCLC
Project Lead
Oxford Baby Cafes Group
Fairview
Bessels Lea
Blewbury
Oxfordshire
OX11 9NW.

Email: oxfordbabycafes@gmail.com

They will then be brought to the attention of the Management Committee who will aim to establish a discourse with the complainant and to resolve the complaint/allegation appropriately.

If the complaint or allegation is regarding Lisa Mansour or she is unavailable, it should be addressed to Juliet Rayment (Chair of the Management Committee) at:
juliet_rayment@yahoo.co.uk

If the complaint or allegation is made by a paid staff member or volunteer about another colleague within the organisation, it should be addressed to the Management Committee and Juliet Rayment in the first instance at the above email address.

If the complaint is not dealt with satisfactorily within a reasonable amount of time, it should be addressed to Trina Warman at Baby Cafe Charitable Trust at:
trina.warman@nct.org.uk

If an allegation of abuse is made by either a service user or paid staff or volunteer, it should be addressed to Oxfordshire Social Services as well as Oxford Baby Cafes Group Management Committee.

LM June 2016