



Oxfordshire Motor Project (TRAX)

Complaints Procedure 2022/2023

Review Management

Initiated	Who	Action
05/10/2022	Trustees, CEO, COO and DSL Leads	Signed off and load onto ARBOR
08/10/2022 ongoing, planned completion 21/11/2022	COO and DSL Leads	Load onto ARBOR
The first week in November 2022	COO and DSL Leads	Staff refresh training first week of November
Throughout November planned completion	Lead Trustee CEO, COO and DSL	Review and validate- test for information and access
Early December OCC Visit		Invite OC to test and review Sign off as lead charity compliance process (Replace activity section)
April 2023	Trustees, CEO, COO and DSL Leads	Review and update policy

The organisation believes that all students should be treated fairly and with respect. If you are unhappy about the treatment that you have received or about any aspect of your work, you should discuss this with your tutor/mentor, who will attempt to resolve the situation on an informal basis.

If you feel unable to approach your tutor/mentor directly, you should approach another member of staff, who will discuss ways of dealing with the matter with you.

Email addresses are;

Steph.dass@traxonline.co.uk – Steph Dass, Chief Operations Officer

Peterdwilks@gmail.com - Chief Executive Officer

Where attempts to resolve the matter informally do not work, it may be appropriate for you to raise a formal complaint under this procedure. A formal complaint should be focused on the way in which you have been treated by the organisation or people concerned. Complaints that amount to an allegation of misconduct will be investigated and dealt with under the disciplinary procedure and you will be informed of the outcome.

Please refer to the Safeguarding policy for further information related to the Complaints policy