

## **Oxfordshire Breastfeeding Support Complaints and Allegations Procedure**

Oxfordshire Breastfeeding Support (OBS) recognises that it has a duty to act quickly and appropriately to resolve any complaints or allegations made against paid contractors and volunteers working at its drop-in sessions and within its online forums.

In the first instance, complaints and allegations should be made either in person or in writing to the Project Lead ([lead@oxbreastfeedingsupport.org](mailto:lead@oxbreastfeedingsupport.org)) Further contact details can be found at <https://www.oxbreastfeedingsupport.org/index.php/aboutus/contact>.

All complaints will be acknowledged within 48 working hours of receipt and an initial response will be provided within 7 working days.

All complaints and allegations will be brought to the attention of the Trustees who will aim to establish a discourse with the complainant and to resolve the complaint/allegation appropriately.

If the complaint or allegation is regarding the project lead or they are unavailable, it should be addressed to the chair of trustees at: [chair@oxbreastfeedingsupport.org](mailto:chair@oxbreastfeedingsupport.org)

If the complaint or allegation is made by a paid contractor or volunteer about another colleague within the organisation, it should be addressed to the chair of Trustees in the first instance.

If the allegation is of abuse of a child or adult, it should be reported immediately to the Oxfordshire Multi-Agency Safeguarding Hub: <https://www2.oxfordshire.gov.uk/cms/content/multi-agency-safeguarding-hub>, tel: 0345 050 7666, and then to OBS.