

We care what you think

How to make a complaint or comment to One-Eighty

One-Eighty is committed to supporting and empowering young people. Please get in touch if you'd like to tell us about your experience with One-Eighty. We will listen to you, and take you seriously. If something isn't right, we will try to make things better as quickly as possible.

Complaints

We always want young people to have a positive experience working with us and are sorry if something's not right. We want to hear what you have to say, so we can try and make things better. You might have a complaint about a staff member or something we've done. You can get in touch via the contact details listed, or if appropriate, speak directly to your contact at One-Eighty. You can ask another person to get in touch with us on your behalf if you prefer.

There are 2 stages for complaints:

Stage 1 - Informal complaint – we want you to feel able to raise a concern directly with a member of staff working with you. We will aim to resolve this informally as quickly as possible, and will support you in this process. You can try using the app 'One (Mind of My Own)' to help you say what you need to One-Eighty.

Stage 2- Formal complaint – if the concern raised has not been dealt with satisfactorily then a formal complaint should be made by completing the complaints form found on our website - <https://one-eighty.org.uk/policies>

We will acknowledge your complaint within five working days and let you know what will happen next.

One-Eighty aims to manage all issues or problems in a reasonable, fair and prompt manner.

How to contact One-Eighty



Call us: 01865236869
(9am – 5pm, Monday to Friday)



Email us:
complaints@one-eighty.org.uk



Write to us:
Services Manager
Unit 20 Kings Meadow
Ferry Hinksey Road
Oxford
OX2 0DP

You can ask a trusted adult to help you with this process and if you have any questions, please do get in touch.

