



**ENDEAVOUR**  
**FOUNDATION**  
POLICIES

# **COMPLAINTS**



## **POLICY DETAILS**

<b>Policy title:</b>	<b>Complaints Policy</b>
<b>Organisation:</b>	<b>The Endeavour Foundation</b>
<b>Policy version number:</b>	<b>1</b>
<b>Approved by Trustees:</b>	<b>February 2026</b>
<b>Date of next review:</b>	<b>February 2029</b>
<b>Distribution:</b>	<b>Website</b>

## **POLICY REVISION AND APPROVAL HISTORY**

<b>Version</b>	<b>Date of review</b>	<b>Date of next review</b>	<b>Comments</b>	<b>Approved by</b>
<b>1</b>	<b>February 2026</b>	<b>February 2029</b>	<b>New policy</b>	<b>Trustees</b>

## 1. Principles

The Complaints Policy aims to ensure transparency, accountability, and a clear path for resolving grievances. Endeavour Foundation works to the following principles:

- **Commitment to Feedback:** Endeavour Foundation views complaints as an opportunity to learn and improve.
- **Fairness:** All complainants are treated with respect; making a complaint does not prejudice the way that Endeavour Foundation works with the complainant in the future.

## 2. How to Make a Complaint

Complainants should:

- Contact Endeavour Foundation via email to: [EndeavourFoundation@endeavour-academies.org.uk](mailto:EndeavourFoundation@endeavour-academies.org.uk), phone number: 01642800800, The Endeavour Foundation, C/O Macmillan Academy, Stockton Road, Middlesbrough, TS5 4AG.
- Include the complainant's name, contact details, a description of the reason for the complaint, the date of the incident, and what they would like the charity to do to put it right.
- Complaints must be raised within 3 months of the incident.

## 3. The Complaints Process (3-Stage Model)

- **Stage 1: Frontline Resolution:** Most complaints should be resolved quickly by the person or department involved.
  - *Acknowledgement:* Within 5 working days.
  - *Final Response:* Within 20 working days.

- **Stage 2: Internal Review:** If the complainant is unhappy with the Stage 1 response, the complaint can then escalate the complaint to the Advisor to the Board, who was not involved in the original incident and/or at Stage 1 of the Complaints Policy.
  - Acknowledgement: Within 5 working days.
  - *Final Response:* Within 30 working days.

*If no further communication is received from the complainant within 10 working days of receiving the final response, it is deemed that the complaint has been resolved and should end.*
  
- **Stage 3: Board Review:** For serious or unresolved issues from a Stage 1 or Stage 2 complaint, the complaint may escalate the complaint to the Chair of Trustees or a Board Panel.
  - *Response Time: Acknowledgement sent within 5 working days.*
  - *Complainant should be informed of arrangements for hearing the complaint with 30 working days of receiving it.*

#### 4. Outcomes and Remediation

- **Possible Outcomes:** These can include an explanation, an apology, a change in policy, or staff training.
- **Clear Explanations:** Provide evidence-based reasons for decisions and explain what lessons were learned.

#### 5. External Escalation

If a complainant remains dissatisfied after all internal stages, Endeavour Foundation will provide them with details for external regulators:

- **Fundraising Issues:** Contact the [Fundraising Regulator](#) (England, Wales, and Northern Ireland).

- **Serious Misconduct:** Contact the [Charity Commission](#) for concerns regarding fraud, illegal activity, or serious risk of harm.

## 6. Monitoring and Record Keeping

- **Complaints Log:** Endeavour Foundation will maintain a central record of all complaints, investigations, and outcomes for at least 24 months.
- **Board Reporting:** Endeavour Foundation will report anonymised complaint data to the Board of Trustees regularly to identify recurring themes.



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