

## **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 staff 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:

Jayne Joyce IBCLC  
Acting Project Lead  
21 Complins Close  
Oxford  
OX2 6PZ  
Email: [jayne@oxbreastfeedingsupport.org](mailto:jayne@oxbreastfeedingsupport.org)  
01865 557405  
07940 812964

All complaints will be acknowledged within 48 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 Jayne Joyce or she is unavailable, it should be addressed to Dr Juliet Rayment (Chair of the Management Committee) at: [juliet@oxbreastfeedingsupport.org](mailto:juliet@oxbreastfeedingsupport.org)

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 Trustees and Juliet Rayment 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.