

# **NO EXCUSES MENTORING**

## **Professional Policy & Procedures Pack**

Safeguarding • Conduct • Health & Safety • Data Protection

Empowering young people through mentoring, leadership development and positive guidance.

## **Contents**

1. Safeguarding & Child Protection Policy
2. Code of Conduct Policy
3. Health & Safety Policy
4. Risk Assessment Policy
5. Equality, Diversity & Inclusion Policy
6. Data Protection Policy
7. Behaviour Policy
8. Complaints Procedure

## **1. Safeguarding & Child Protection Policy**

No Excuses Mentoring is committed to safeguarding and promoting the welfare of children and young people.

Every young person has the right to feel safe, respected, and protected from harm.

Key safeguarding principles include:

- The welfare of the child is always the priority
- Safeguarding concerns are taken seriously
- Staff understand their safeguarding responsibilities
- Concerns are reported to the relevant safeguarding lead

## **2. Code of Conduct Policy**

All mentors, staff and volunteers must maintain professional standards.

Staff must:

- Treat young people with respect and dignity
- Maintain appropriate professional boundaries
- Promote positive behaviour
- Report safeguarding concerns

Staff must not:

- Form inappropriate relationships
- Use inappropriate language or behaviour
- Share personal contact information without permission

## **3. Health & Safety Policy**

No Excuses Mentoring is committed to maintaining safe environments for all participants.

This includes:

- Delivering sessions in safe environments
- Identifying and managing risks
- Following emergency procedures where required

## **4. Risk Assessment Policy**

All mentoring sessions and activities will be risk assessed.

Risk assessments consider:

- Location safety
- Supervision levels
- Hazards and risks
- Emergency response procedures

## **5. Equality, Diversity & Inclusion Policy**

No Excuses Mentoring promotes equality and inclusion.

We support young people regardless of:

- Race
- Gender
- Religion
- Disability
- Sexual orientation
- Background or personal circumstances

## **6. Data Protection Policy**

No Excuses Mentoring complies with UK GDPR and the Data Protection Act 2018.

We ensure:

- Personal data is stored securely
- Only authorised individuals access information
- Data is not shared without consent unless legally required

## **7. Behaviour Policy**

Participants are expected to:

- Treat others with respect
- Listen and participate positively
- Follow session guidelines

Disruptive behaviour will be addressed appropriately.

## **8. Complaints Procedure**

If individuals or organisations are dissatisfied with the service provided, complaints may be submitted in writing via email.

All complaints will be reviewed fairly and responded to promptly.