

## Complaints Procedure

Last Review Date: September 2023



We are committed to reviewing our policy and good practice annually.

This procedure applies to all staff, volunteers, sessional workers, students or anyone else working on behalf of Willow Banks Forest School.

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### **The purpose of this procedure is:**

- to protect children and young people who receive services from Willow Banks Forest school and adults who use our services.
- to embed safer recruitment practices and procedures in the forest school, reinforcing the safeguarding and well being of the children and young people in our care and ensuring safety for adults who work here.

Willow Banks Forest School believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe. We are committed to practice in a way that keeps them safe. This policy reinforces the expected conduct outlined in the Code of Conduct for staff, all staff are expected to be familiar with. All successful candidates for paid or volunteer employment will be made aware of all relevant policies and documents.

### **1. Our Procedure**

Rigorous recruitment and selection procedures and adhering to the forest school's code of conduct and safer practice guidance will hopefully mean that there are relatively few allegations against or concerns about staff or volunteers.

However, if a member of staff, parent, feeder school representative, member of the public or the trustees of the sports ground, have any reason to believe that an adult working for Willow Banks Forest School has acted inappropriately or abused a child or young person, they have a responsibility to take action by reporting to the Forest School Manager or the Designated Safeguarding Lead (DSL).

Even though it may seem difficult to believe that an adult employed by Willow Banks Forest School may be unsuitable to work with children, the risk is far too serious for anyone to dismiss such a suspicion without taking action.

Concerns may be raised verbally, but it is more effective if employees or members of the community put their concerns in written format.

This can be done using our complaints form (available by email request or to download from our website), a written letter or statement or by emailing the Manager Victoria Predeth or the Deputy DSL Melanie Ricketts using the forest school email: [willowbanksfs@gmail.com](mailto:willowbanksfs@gmail.com)

If the allegation/concern is about the Manager, it can be reported to the Deputy Designated Safeguarding Lead. The DSL will then share these concerns with the Sports Ground's board Of Trustees, who are Directors of the Sports Ground charity.

In all cases of allegations against staff or volunteers, the Forest School Manager and or the Directors of the Sports Ground Charity, must follow the correct procedures