



Compliment/feedback & Complaints

Policy statement

The Wild About our Woods the training team welcomes feedback from its learners. We will create a feedback process to make it easy for those who want to feedback to do so in an appropriate and safe way and use constructive feedback to further develop our work. Compliments, feedback and concerns can be expressed verbally, in person or by telephone, or in writing by email. We will always endeavor to be as open, honest and as straightforward as possible with learners with regard to any issue.

We of course always thrilled to receive compliments which we may use in any future publicity and promotions. Where possible we will seek agreement with the person giving the compliment to do so.

This policy sets out the basis on which complaints can be made, the process involved, and the way in which Wild about our woods will respond to such complaints. It is also for use by Wild about our woods staff to ensure they deal with all complaints in a consistent manner.

Wild About our Woods believes that its learners are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve their learning experience will give prompt and serious attention to any concerns about it. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Procedures

All Wild about our woods Forest School Training will keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to the learners.

Making a complaint

Stage 1

Any learner who has a concern about an aspect of the All Wild about our woods Forest School Training provision talks over, first of all, his/her concerns with Wild About our Woods Manager who will in turn relay this to the Wild About trainer (if this is a different person). A meeting may be set up with the Wild About our Woods trainer and the learner is need be.

Most complaints should be resolved amicably and informally at this stage.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the learner moves to this stage of the procedure by putting the concerns or complaint in writing to the Wild About our Woods Manager, Janine Young.

For learner who are not comfortable with making written complaints, there is a template form for recording complaints in the above-mentioned publication; the form may be completed and signed by the learner.

Wild About our Woods trainer stores written complaints from the learner in a personal file if electronic and in a general file if not. However, if the complaint involves a detailed investigation, the Wild About our Woods trainer may wish to store all information relating to the investigation in a separate file designated for this complaint.

When the investigation into the complaint is completed, the Wild About our Woods trainer will meet with the learner to discuss the outcome.

The learner must be informed of the outcome of the investigation within 28 days of making the complaint.

When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

If the learner is not satisfied with the outcome of the investigation, he or she requests a meeting with the Wild About our Woods manager. The learner should have a friend or partner present if required and the trainer should have the support of an advocate. An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.

This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

If at the stage three meeting the learner and trainer cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel Wild About our Woods Manager and the learner, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

When the mediator has concluded her/his investigations, a final meeting between the learner and Wild About our Woods trainer is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The

mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

If a child appears to be at risk as part of their complaint, wild about our woods follows the procedures of the Local Safeguarding Children Board in our local authority. If there is an allegation made about a member of staff or volunteer then the Local Authority Designated Officer (LADO) that is based in children's services should also be notified.

In these cases, both the parent/carer and setting are informed the Wild About our Woods trainer works with the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

A record of complaints against our training company and/or the learner is kept, including the date, the circumstances of the complaint and how the complaint was managed.

The outcome of all complaints is recorded in the Summary Complaints Record which is available for the learner and other interested parties on request.

Linked to this policy: Enquiries and Appeals policy

Signed; Janine Young	date; 23/11/18	review date;23/11/19 23/11/20 23/11/21 10/11/22
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