



COMPLAINTS POLICY

BEING Outdoors CIC is committed to providing a professional and memorable learning experience for all participants and we encourage any participants to report any cause for concerns and aim to:

- be fair, open and honest when dealing with a complaint.
- give careful consideration to all complaints and deal with them as swiftly as possible.
- resolve any complain through dialogue and mutual understanding.
- the interests of the children, young people and adult participants will be put above all other issues in all cases.

Procedure

1. Raise complaints as soon as possible (during or at the end of a session) with the BEING Outdoors CIC director or FS associate leading the session —volunteers should direct complainants to the practitioner and not deal directly with the complaint. All complaints should be shared with the FS Leader as soon as possible.
2. If this is not possible the complainant will be asked to communicate directly with the practitioner involved by phone, email (admin@beingoutdoorscic.org) or via an arranged meeting including the nature of the complaint, who was involved, date and what remains unresolved. We hope most complaints are resolved informally at this stage.
3. If the complaint is not resolved, the complainant and Rachel will meet and record a written statement agreed with the complainant (including what the complainant feels would put things right, how they can be contacted)
4. The associate / volunteer involved will meet with Rachel (accompanied if they wish) to discuss the complaint and any proportionate changes to address the complaint agreed. Any proposed changes to practise will be then reported back to the complainant. Follow up meeting(s) will be used to check that the complainant is happy with the resolution and the procedure concluded.
5. When a complainant feels that the complaint is still unresolved then they can make representations to Forest School Association: enquiries@forestschoollassociation.org
6. Within school settings— our complaints policy will follow those of the school.