

TFG is committed to offering equality of access to its services to all families with respect to religion, race, culture and gender. In line with its Equal Opportunities policy, TFG will endeavour to the best of its ability, to cater for any special needs or disabilities. TFG has a range of policies and procedures to cover areas, such as accidents and sickness, health and safety and behaviour management.

TFG staff will supervise children until they are collected by their parents or named representative – who must sign out upon collection.

Safeguarding Children Policy

- Please see terms and conditions section on www.tfgcamps.com for updated safeguarding policy.

Risk Assessment Policy

- The venue facilities are part of a periodic risk assessment – with Staff members carrying out visual risk assessments on a daily basis before all activities.

Sickness Accident – Emergency Policy

If a child becomes ill during a day, every attempt will be made to contact one of the people listed on the registration form, to arrange collection of the sick child. The child will be cared for until collected. In a case of a minor accident, basic first aid will be administered. In the case of an accident requiring more than basic first aid, every attempt will be made to contact the parent/legal guardian to advise or discuss with him/her the course of action to be taken. All accidents and emergencies are entered in the Accident/Incident Log.

Camp Rules and Regulations Policy

The following are agreed to upon booking:

1. A registration form must be completed online by all parents/guardians before a place can be allocated.
2. To ensure your child's safety, please make sure we are informed of any changes in circumstances.
3. Credit will be given against absence of any child if at least 5 days advance notice has been given.
4. Credits for unplanned absences, including sudden sickness of the child, can only be given in exceptional circumstances (at the discretion of TFG).
5. Children that are collected later than their agreed booking time a flat rate of £10 per 30 minutes will be charged. (If within "extra time" this rate will be charged).
6. TFG will not allow a child to be collected by anyone other than those adults nominated on the registration form, without written or phone (password) permission from that child's parent/guardian.
7. Upon collection the parent/guardian must 'sign out' in the 'signing out folder' at the venue.
8. Sickness, accidents, first aid and emergencies: If a child becomes ill during a session every effort will be made to contact one of the people listed on the registration form to arrange collection of the child. The child will be cared for until collected and any first aid administered. In the event of a serious accident, every effort will be made to contact the parent/guardian and in the event of an emergency, an ambulance will be called.
9. It is made clear that TFG CANNOT accept responsibility for a child's possessions or valuables whilst they are attending an event.
10. TFG reserves the right to exclude a child if he or she consistently misbehaves or if any of our anti-social behaviour terms and conditions are breached. *Please see behavioural policy for more details.*
11. TFG reserves the right to refuse the care of a child in the event the parent of this child is abusive, rude, threatening, and aggressive or demonstrates anti-social behaviour to an employee, another parent or child.
12. Any accident or incident and resulting action will be recorded on an accident/incident form or notified by email or written message directly to the parent.

Arrival at Camp Policy

- TFG policy to ensure all children feel welcomed and secure throughout their time at the club.
- Parent's will sign their child(s) in on reception and escort their child to the appropriate indoor area.
- Children will be helped to put away their belongings and any new children will be introduced to a staff member, and shown where the toilets are etc.
- The total number of children attending each day will be recorded on the bottom of the register.

Collection of Children from club Policy

- It is TFG's policy to ensure that all children are safely collected from club by the appropriate named person.
- Parents or carers must 'sign out' children as they are collected each day - this is so staff are always aware of numbers.
- TFG operates a password policy for people not known to the camp or not listed as the name of person collecting - in order for them to safely collect a child.
- If someone comes to collect a child who is not the known parent or carer they will be asked for the agreed password by the staff.
- If they give the correct password and the child knows the person they will be allowed to leave. Once the password has been used it will be changed to ensure the child's safety
- TFG will refuse collection of a child if a password has not been set in advance via writing or through the camp mobile.
- It is the known parent or carer's responsibility to inform the club if another person wishes to collect a child.
- TFG will refuse collection of a child if a parent or carer arrives and is deemed to be intoxicated with either drugs or alcohol.
- The decision will be made by the Coordinator to telephone the emergency contact number and make arrangements for the child to be collected by them; the duty Social Worker will also be informed.
- If the parent/carer becomes abusive or makes a nuisance of themselves, the police will be called.
- TFG has a duty to Safeguard the welfare of the child therefore, no hesitation will be made when calling the police.
- A full written report of the incident will be recorded and filed.

Visitor Policy

- We operate a no-visitor allowed policy at the camps.

Lost Child Policy

- At TFG a child's Safety is maintained as the highest priority at all times both on and off the premises.
 - Every attempt is made through carrying out outings procedure and arrival/ collection procedures to ensure the security of the child is maintained at all times.
 - In the unlikely event of a child going missing the lost child procedure is followed.
- Procedures*
- A Lost child is defined as a child who has arrived and been registered at the club but has since gone missing.
 - As soon as it has been noticed that a child is missing the Co-ordinator will be notified along with other Staff who we'll endeavour to find out where the child was last seen.
 - The Co-ordinator will carry out a thorough search of the premises whilst, the other members of staff are reassuring the children.
 - If the child is found but unwilling to return to the setting, a member of staff will stay with the child until the Parents or carers are contacted.
 - If the child is still unaccounted for, the Co-ordinator will group the children together and call the register to make sure no other child has gone astray.
 - If the child isn't found the parent or carers will be contacted and alerted to the situation. With their agreement the Police will be called and the child will be reported as missing.
 - The search will continue until advised by the police to stop and depending on staff ratio.
 - If the parents or carers can't be contacted, the Co-ordinator will contact the Emergency number supplied on the registration form.
 - If they can't be contacted the police will be called straight way and the child will be reported as missing.
 - After contacting the police the Co-ordinator will report the incident to senior management.
 - Senior Management will come to the Camp and together with the Co-ordinator will speak to the parents or carers.
 - Senior Management will carry out a full investigation into the incident
 - The Co-ordinator will write a full report into the incident detailing:
 - The date and time of the report.
 - What staff/ children were at the camp/ and if relevant the name of the designated Staff member responsible for the lost child.
 - When the child was last seen at the camp.
 - What has taken place at the camp before and since the child went missing.
 - The time estimated that the child went missing.
 - The Co-ordinator will also conduct a full risk assessment and report to staff the findings and any additional changes which are to be made.
 - If the situation warrants a police investigation all Staff members must fully co-operate.
 - The incident will be reported under RIDDOR arrangements. OFSTED will be informed of the incident in writing and the outcome of the report.
 - The insurance company will also be informed of the incident.

Camp is unable to operate Policy

- The camp will endeavour to operate at all times by ensuring staff back up at short notice.
- However, in unforeseen circumstances it may be in the best interest of the child's safety that camp does not operate.
- However, in the event that the camp cannot operate at short notice, the Coordinator will inform Senior Management and together they will contact parents and advise them of the situation.
- Fees will be credited or refunded if the camp cannot operate as planned.

Fire Safety and Emergency Evacuation Policy

- TFG camps venues present no risk of fire by ensuring the highest possible standard of fire precautions.
- TFG Staff are familiar with the current legal requirements.
- Procedures In accordance with Cedars Upper School we have a copy of their fire safety risk assessment and help contribute to regular reviews through monthly risk assessments.
- In line with the schools policies all Fire doors are clearly marked and are never obstructed.
- All smoke detectors/ alarms and firefighting appliances conform to BSEN standards.
- Staff will additionally be organised so that they know what their role will be in for example, 1 Staff member checks the toilets to make sure no child is left, another helps the children leave the premises.
- New members of staff will be made aware of the fire drill procedures in their induction.
- In the event of a real fire the Coordinator will make sure that the register is taken with them, mobile phone, registration cards and first aid equipment.
- When the children arrive at the meeting point, the Coordinator will call out the register including the children's surname.
- The children will be expected to say their full names back.
- The fire brigade will be called by the Coordinator/ Deputy.
- A report will be written by the coordinator Children will not be allowed back in the building until the fire brigade has deemed it safe.
- All fire drills will be recorded using in the accident/ incidents log and will record information on:
 - How many children there were?
 - Initials of Staff.
 - Date and time.
 - Whether the fire drill went to plan.

Accident and Incident Record Policy - RIDDOR (The Reporting of Injury, Diseases and Dangerous Occurrences Regulations)

- TFG follows the guidelines of Reporting Injuries, Diseases and Dangerous Occurrences for the reporting of accidents and incidents. *Procedures*
- All staff must have an update to Paediatric First Aid Certificate and regularly update their training to ensure that children receive current First Aid treatment.
- Our accident forms are stored in a file, which is accessible to all staff and volunteers, and know how to complete it).
- Forms are signed by the member of staff who dealt with the accident and by the parent/carer upon notification - acknowledging that the accident occurred and the treatment received.
- Where a child has an accident and there is no visible wound it will still be recorded so that the parent/carer is aware of the accident.
- Accident forms will be reviewed every term to identify if any trend or reoccurring causes of injury.
- If a child has a serious accident the Coordinator will assess whether the child needs to be taken straight to hospital or phone for an ambulance, or alternatively wait for the parents/carers to collect them.
- If the Coordinator is unable to get in contact with them then the Emergency contact will be informed.
- If the child needs emergency treatment the Coordinator will accompany the child to hospital and the Deputy will take charge of the club.
- All relevant paperwork such as the registration form, medication form, care plan etc will be taken to the hospital.
- If any injury requires treatment by a general practitioner, hospital doctor, or the death of a child or adult, Ofsted will be notified and a report will be sent to Health and Safety Executive using the format for the Reporting of Injuries, Diseases and Dangerous Occurrences.
- We meet our legal requirements for the safety of our employees by complying with RIDDOR (The Reporting of Injury, Diseases and Dangerous Occurrences Regulations).
- Any member of staff who requires treatment by a general practitioner, hospital doctor and any dangerous occurrences will be reported to the Health and Safety Executive and recorded within our incident book.

Serious Incident Book Policy

Our serious incident book details numbers such as:

- Emergency services
- Local police
- Caretaker

The book is used for recording serious incidents including those that are reportable to Senior Management. These serious incidents include:

- Theft of personal or the settings property
- An intruder gaining unauthorised access to the premises (school Headteachers will be informed)
- Attack on a member of staff or parent on the premises or nearby
- Any racist incident involving staff or family on the clubs premises
- Death of a child
- A terrorist attack or threat of one
- In the serious incident book we record:
 - date and time of incident
 - nature of the event
 - who was affected and what was done about it
 - if it was reported to the police, and if so a crime number
 - any follow up or insurance claim made Incident forms:

Behaviour Policy

- TFG do not conform to any disruptive, dangerous or anti-social behaviour of any kind. This includes but is not limited to bullying, sexism, swearing or violence towards any other child or towards any of our TFG Staff.
- TFG believes in creating an environment where Staff consistently manage and encourage positive behaviour.
- We believe that children need to learn to consider the view and feelings, needs and rights, of other and the impact that their behaviour has on people, places and objects. The club will strive to achieve this by encouraging, teaching and modelling correct behaviour and creating a positive environment with clear boundaries and expectations based on the FUN agreement.
- In the event of such behaviour – the following procedures will be followed with all details recorded in our incidents log once 'behaviour card 1' level is reached.
- Staff will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.
- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- 'Behaviour card 1' will be issued in the repeat of anti-social behaviour – a warning to the child and informed to parents. A behaviour notice form will be completed – *a written explanation discussed with parent/carer upon collection or emailed directly to parent.*
- 2nd Behaviour notice – TFG have the right to refuse care of the child until such times as behaviour expectations can be met – a period of 1 holiday period initially suggested e.g. If the offence is during a half term the child cannot attend till the next holiday period.
- *Please note: If a child is considered to be involving themselves in any of the previously mentioned behaviour then TFG Staff reserves the right to refuse their participation in the rest of the day's activities and also their involvement in any future camps once all procedures have been explored.*

Equality of Opportunity Policy

We will ensure that TFG is fully inclusive in meeting the needs of all children, particularly those that arise from their ethnic heritage, social and economic background, gender, ability or disability. Our setting is committed to anti-discriminatory practice and to promote equality of opportunity and valuing diversity for all children and families.

We aim to:

- Provide a secure and accessible environment in which all children can flourish and in which all contributions are considered and valued
- Include and value the contribution of all families to our understanding of equality and diversity
- Provide positive non stereotyping information about gender roles, diverse ethnic and cultural groups and disabled people
- Improve our knowledge and understanding of issues of anti discriminatory practice, promoting equality and valuing diversity and
- Make inclusion a thread that runs through all of the activities at our setting

At TFG we advertise our service within the school community, providing clear and concise information whether in written or spoken form. Our administration policy is based on a fair system which allows equal access to the events by allowing parents to pick and choose days regardless, of whether they are regular sessions, inconsistent over the half term or by last minute arrangement. We ensure that no member of staff discriminates against a child or their families on the basis of their colour, gender, sexual orientation, ethnicity, religion or social background. Equally we ensure that we do not discriminate against a child with disabilities and that they can participate fully in the clubs activities. Any member of staff who does, disciplinary action will be taken against them.

Confidentiality Policy

Policy Statement Definition: *Confidential information is information of some sensitivity, which is not already lawfully in the public domain or readily available from another public source, and which has been shared in a relationship where the person giving the information understood it would not be shared with others.*

- It is TFG intention to respect the privacy of all children and their parents / carers, while ensuring that they have access to high quality childcare. We aim to ensure that all parents and carers can share their information in confidence and it will only be used to enhance the welfare of their child/ren.
- Any information either verbal or written which is given to Staff by parents/ carers will be kept confidential either to the individual Staff or if appropriate within the team.
- However, if the parent / carer share's this information with other parents as well as staff; TFG can't be held responsible if it is shared beyond those parents whom the person has confided in.

TFG Staff will respect the privacy of children and their parents/ carers by:

- Not giving out any private information without the consent of the parent/ carer unless In circumstances where TFG have good reason to believe that a child is at risk, or is likely to be at risk, of child abuse or neglect, the Safeguarding Children Policy will override confidentiality on a 'need to know' basis.
- Not Making a note Child's address without the consent of the parent
- Not sharing any information about children with the media unless the parent/ carer have consented to it.
- During a fire/ fire drill all registration cards should be kept in the possession of the Coordinator Staff - failing to show due regard for confidentiality will be liable for disciplinary action
- All staffing files will be kept confidential and stored in a locked cupboard, access is only for the Co-ordinator and Staff.
- Staff will not discuss or share private details of other members of staff with any parents or carers unless consent is given by the person in question.

Healthy Eating Policy

- Food purchasing, preparation, service and storage meet the appropriate standards for food safety and sanitation.
- All food, which needs to be kept chilled, is put on the appropriate shelf in the fridge and eaten before its sell by date.
- Food, which is uneaten at the end of the day, will be thrown away or stored in the appropriate way.
- All tables are wiped with Dettol before any food preparation takes place and staff make sure that they wash their hands.
- Gloves will be worn in the preparation of any food.
- At the end of the week the fridge is cleaned out and the insides wiped with Dettol.

Medication Policy

- While it is not TFG policy to care for sick children, who should be at home until they are well enough to return the club, we will agree to administer medicine as part of maintaining their health and well-being or when they are recovering from an illness. In many cases GP's can prescribe medicine which can be taken in the morning and evening, out of the clubs time.
- As far as possible, administering medicines will only be done when it would be detrimental to the health if not given at the club.
- These procedures are written in line with current guidance in 'Managing Medicines in Schools and Early Years Settings; the Coordinator is responsible for ensuring all Staff understand and follow these procedures.
- Medicine will only be administered when parents/ carers provided a written letter giving permission including:
 - Child's name
 - Date of birth
 - Name of medicine
 - Dosage
 - Times and dates to administer the medicine
 - Batch number on the medicine and box
 - Expiry date
- Only prescribed medication will be administered. It must be in date and prescribed for the child's current condition, with the batch number matching the medication and packaging. This will be clearly labelled with the child's name on and stored in the medication box inside a locked cupboard.
- No child will be able to administer medication by themselves without a member of staff being present, for example a child with asthma who needs an inhaler.
- No child will be forced to take medication if they refuse, if they do this information will be recorded and parents/ carers telephoned.
- The administration of any medication is recorded in the incidents folder - accurately each time it is given and is signed by the Staff member who administered the medication.
- Parents/ Carers are asked to sign the form to acknowledge that it has been given
- Medication, which is required to be kept chilled, will be stored inside the fridge in a marked plastic box until the parent/ carer collects their child. All medication, which is out of date, will be returned back to the parent/ carer to be disposed off.
- For medication, which requires specific training, all individuals will be required to attend training provided by a health professional. For children that have long-term medical conditions and may require ongoing medication a risk assessment will be carried out, and parents/ carers asked to contribute to it.
- A member of staff will be allocated to undergo relevant training to support the child's condition and how to properly administer the medication.
- This will form part of the risk assessment.
- A health care plan must be provided by the parent / carer
- Over the counter Medicines: TFG will not administer any medication containing aspirin unless a doctor has prescribed it.

Illness Policy

- TFG promotes the good health of children in our care through identifying allergies and preventing contact with allergenic substance and preventing cross infection of viruses and bacterial infections.
- When starting at the club parents are asked if their child suffers from any known allergies. This is recorded on the registration form
- For children that have a known nut allergy, no food containing nuts will ever be given to the child.
- TFG endeavours to provide food that contains no nuts!
- If a child arrives at club feeling ill or during the course of the session becomes unwell then it is the policy of the club to inform the parents/ carers immediately.
- If the child has a temperature, sickness, diarrhoea or pains, particularly in the head or stomach the Coordinator will contact the parents and ask them to collect the child as soon as possible.
- If the parent or carer cannot be contacted, the club will phone the emergency contact and ask them to collect the child.
- In the rare event that we are unable to contact anyone and the child deteriorates, the Coordinator will assume responsibility and take the child to the hospital, along with the child's relevant details.
- A message will be left with the parent/ carer informing them of the situation.
- If a child is suffering from diarrhoea, parents/ carers will be asked to keep their child at home for 48hours or until a formed stool is passed.
- If a child/ Staff is found to be suffering from any infectious disease, parents/ carers will be informed, confidently of the child will be a priority.
- HIV/AIDS/Hepatitis procedure HIV virus, like other viruses such as Hepatitis is spread through body fluids.
- Hygiene precautions for dealing with body fluids are the same for any child. For example
- Single use vinyl gloves and aprons are worn when changing clothing that are soiled with blood, urine, faeces or vomit.
- Protective rubber gloves are used for cleaning clothing after changing
- Soiled clothes are raised and bagged ready for parents to collect.
- Spills of blood, urine, faeces or vomit are cleaned using mild disinfectant along with any equipment used such as a mop
- Tables and other furniture, furnishing or toys affected by blood, urine, faeces or vomit are cleaned using mild disinfectant.

Physical intervention Policy

- Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property.
- If a Staff member has to physically restrain a child, the Co-ordinator will be notified and an Incident form will be completed.
- The incident will be discussed with the parent or carer as soon as possible and in some cases the parent/ carer maybe asked to collect their children early from the event.
- If staff are not confident about their ability to contain a situation, they should call the Coordinator or, in extreme cases, the police.
- All serious incidents will be recorded on a Serious Incident form – with parents/ carers asked to sign the form.
- This may be used to build a pattern of behaviour, which may indicate an unknown underlying cause.
- If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our Safeguarding policy.

Anti-Bullying Policy

Bullying 'TFG' defines bullying as the repeated harassment of others through emotional, physical, psychological or verbal abuse.

- Physical: Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person.
- Psychological: Behaviour likely to create a sense of fear or anxiety in another person.
- Emotional: Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of another person.
- Verbal: Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.
- Staff, children and parents or carers will be made aware of the Club's position on bullying.
- Bullying behaviour is unacceptable in any form. Any child who is a victim of bullying will be dealt with in a sympathetic manner.
- If bullying is suspected or reported, the incident will be dealt with immediately by a Staff member, and then discussed with the Co-ordinator.
- Details of the incident will be recorded in an Incident form and parents/ carers will be notified.
- All Staff will be informed so that close monitoring of the victim and bully can begin.
- Parents of both parties will be informed.

Preventing bullying behaviour Policy

Staff at the club will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour
- Discussing friendships and encouraging paired, group and team play
- Encouraging children to report bullying without fear
- Discussing the issues surrounding bullying with the children, including why bullying behaviour will not be tolerated
- Exploring the consequences of bullying behaviour with the children.

Responding to bullying behaviour TFG acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. If such incidents should occur, TFG will respond in accordance with the following principles:

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.
- They will be reassured that what they say will be taken seriously and handled sympathetically.
- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at the club, they will inform the Co-ordinator.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour.
- If bullying behaviour persists, more serious actions may have to be taken, such as a temporary exclusion or permanent exclusion. All incidents of bullying will be reported to the Co-ordinator and will be recorded on an Incident form.

Emergency Lockdown Procedure

In the event of a dangerous intruder or anything deemed necessary for an emergency lockdown the following procedures must be followed. The aim is to get all the children inside as quickly and as safely as possible, once all inside we lock/barricade all entrances that lead to the after school club building.

- 1) Whoever spots the reason for an emergency lockdown; raise the initial alarm by shouting "*lockdown*" and 'blasting your whistle continuously' while at the same time shouting at your group of children to "*run inside to the school building*" (if outside) or "*get down*" (if already inside) this is to alert the other Staff members and children as well – so be as loud as possible.
- 2) If outside children must make their way as quickly as possible to the School building; ensure all your group have entered the building before you do so.
- 3) Once inside the school building all children must lay silently on the floor.
- 4) Lock all entrance points to the building or barricade all entrances – stay away from doors and windows.
- 5) Call 999.
- 6) In the event of you being outside already and you notice an intruder close to the school building make your way to the nearest safe space and follow the procedures above.

No smoking, alcohol or drugs Policy

- We comply with health and safety regulations and the Welfare Requirements of the Early Years Foundation Stage in making sure that TFG is a no smoking, alcohol or drugs free environment- both indoors and outdoors Policy Procedure.
- All staff, parents and volunteers are made aware of our no smoking, alcohol or drugs policy. Staff who smoke do not do so during working hours or on the school premises. If a member of staff is found to be breaking these rules disciplinary action will be taken.
- If a member of staff or volunteer arrives at the venue under the influence of alcohol or drugs they will be immediately asked to leave the premises and disciplinary action will be taken. In the event that a Parent or carer arrives at the venue and is deemed to be intoxicated with either drugs or alcohol, we will refuse collection of the child. The decision will then be made by the Co-ordinator to telephone the emergency contact number and make arrangements for the child to be collected by them; the duty Social Worker will also be informed.
- If the parent/carer becomes abusive or makes a nuisance of themselves, the police will be called.
- TFG has a duty to Safeguard the welfare of the child therefore, no hesitation will be made when calling the police. If a child is found to be in possession of alcohol it will immediately be removed from them and their parent/ carer will be informed.
- Alternatively, if a child is found to be in possession of drugs then they will be immediately removed and the parent/ carer along with the police will be informed.

The Future Games Complaints Procedure

Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of our Directors, who will review your matter file and speak to the member of staff who acted for you.
3. We will then contact you via telephone to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the discussion, we will write to you to confirm what took place and any solutions that were agreed with you.
5. If you do not want a discussion or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at our organisation to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.