



The Edventure Project CiC

POLICIES AND PROCEDURES

MISSION STATEMENT AND VISION

What we would love to achieve; how and why.

The Edventure Project CiC was created to fill the gap in South Gloucestershire's Home Education community by providing a nurturing, democratic and inclusive community environment and youth group where children and young people feel inspired to learn, play and grow. Our unique community group offers various activities that are specifically designed to encourage each child and young person's growth and also offer a solution to increase socialisation, increase variety and opportunities of learning experiences and to increase wellbeing. To give some balance and opportunities for socialisation, peer support education and adventure without huge expense to families.

We aspire to facilitate passion based creative sessions, life skills development, and cater for each individual's learning style and requirements. We will be looking in our first few years from 2022, to establish a culture of openness and self-discovery, recognising that any community needs room to adapt and grow.

The Edventure Project will immediately start operating as a self-contained democracy, and, as far as possible within the law of the land, the children and adult team members will each have an equal say in all matters pertaining to the rules and operations of the project, and will have an equal vote on all decisions along with taking on board feedback from parents and carers. Regular "Circle" meetings which every member of The Edventure Project community is invited to attend, will be the space and place for discussions and agreements from our Behaviour Policy, fundraising to the activities we facilitate. Through these constant inclusive processes, the seeds for the children's capacity and relish for responsible, informed decision-making and problem-solving will be sewn.

Regular enlightening activities will be facilitated by our inspirational Mentors incorporating the ideas of the young people, with some visiting professionals, coaches, teachers and older children also offering masterclasses. Each member of our team will have a broad cultural and intellectual awareness, whilst also possessing a specialist subject, and they will be agile and adaptable to the requirements of each young person. They will understand that an activity exists to be experienced and acquired, not to be taught or simply observed. Mentors will be engaging, kind, fun and passionate, whilst being ambitious for each child. Crucially each responsible adult involved in the project must enjoy spending time with children and young people.

Each young person will have an Individual Aspiration plan that they work out between themselves and their Lead Mentor. This plan will describe the child's intentions, aspirations and needs, and will plot a manageable journey for them to follow and will be kept in their own Edventure Journal and a copy in our confidential files. This plan will be referred back to at regular intervals and revised in accordance with the child's intentions. In this way the young person owns and is accountable for their own time with us. This is not to devolve responsibility away from the team, but rather to teach the children self-discipline and responsibility, and to allow the team to run their activities in the most open and imaginative ways.

Behaviour Policy
Safeguarding and Child Protection Policy and Procedure
Inclusion and Equality (SEN-D) Policy
Health and Safety Policy
Complaints Policy and Procedures

Legislation considered for policies

Health and Safety at Work Act 1974
Children Act 1989 and 2004
RIDDOR (Accident Reporting)
Human Rights Act 1998
Equalities Act 2010
Data Protection Act 1998

Implementation

Our Morning Wellness sessions will be facilitated by qualified and accredited Meditation, Mindfulness and Wellness coaches. Our daytime learning sessions will be coordinated, facilitated and overseen by a Level 3 Forest School leader, qualified and accredited youth mentors and vetted volunteers. The mentors will facilitate an open program of activities and experiences following the guidance set out in this document. A copy of all policies and procedures will be on file within the setting as well as issued to all parents/carers on registration to The Edventure Project (available on website) and signed and agreed to by Directors and viewed and agreed by team members. This document contains vital information needed for each session which includes procedures in the event of an emergency etc.

EQUALITY, EQUITY, DIVERSITY AND INCLUSION POLICY AND PROCEDURE:

All children will be included with all activities and no form of discrimination will take place, reasonable adjustments will be made to make it inclusive for all. Inclusion is a thread which runs through all of The Edventure Project's activities regardless of a child's ability, disability, gender, race, culture, spirituality etc.

We welcome our duties under the **Equality Act 2010** to eliminate discrimination, advance equality of opportunity and foster good relations in relation to age (as appropriate), disability, ethnicity, gender (including issues of transgender, and of maternity and pregnancy), religion and belief, and sexual identity.

We recognise that these duties reflect international human rights standards as expressed in the UN Convention on the Rights of the Child, the UN Convention on the Rights of People with Disabilities, and the Human Rights Act 1998.

We will fulfill obligations and follow seven principles of:

1. All attendees, families, staff and community members are of equal value.
2. We recognise and respect difference. Treating people equally (Principle 1 above) does not necessarily involve treating them all the same with a acknowledgment of EQUITY. Our policies, procedures and activities must not discriminate but must nevertheless take account of differences of life experience, outlook and background, and in the kinds of barrier and disadvantage which people may face. Equity more so than equality.
3. We foster positive attitudes and relationships, and a shared sense of unity and belonging.
4. We observe good equalities practice in staff recruitment, retention and development. We ensure that policies and procedures should benefit all employees and potential employees, for example in recruitment and promotion, and in continuing professional development. This applies to volunteers, visiting experts etc.
5. We aim to reduce and remove inequalities and barriers that already exist in addition to avoiding or minimising possible negative impacts of our policies, we take opportunities to maximise positive impacts by reducing and removing inequalities and barriers that may already exist between.
6. We consult and involve widely in our community. We engage with a range of groups and individuals to ensure that those who are affected by a policy or activity are consulted and involved in the design of new policies, and in the review of existing ones.
7. Society as a whole should benefit. We intend that our policies and activities should benefit society as a whole, both locally and nationally, by fostering greater social unity, and greater participation in public life.

Roles and Responsibilities:

Forest School Leader, DSL, Mentor and Co-Director Kimberley Vallis and Mentor and Co-Director Kara Penney will have the overall responsibility for:

- Risk assessments for each session, pre-visit site checks and continuous safety monitoring.
- Planning for sessions, differentiation for individual young people's needs.
- Ensuring that once at the project, safe practices are followed and continue to risk assess dynamically during the session.
- Ensuring necessary equipment is available on site whether in a building, field, park or woodland.
- Administration of first aid and checking first aid kit.
- Supervision of fire use, following procedures set out in this document
- Supervision of tools use, cleaning and storing.
- Organising emergency procedures.
- Ensure site is left as it was found after every session in collaboration with Cotswold District Scout Group.

Staff/ Attendees / volunteers: will model good practice throughout the sessions, carry out delegated roles and responsibilities, extend children's experiences where appropriate by asking extending questions, support young people to manage their own risk, remind children of safety and boundaries, be aware of dangers within The Edventure Project setting and monitor levels of safety at all times, support the Co-Directors, Forest School Leader and team to run the sessions.

HEALTH AND SAFETY POLICY:

The Edventure Project sessions by their nature encourage children to develop their own risk management skills and will support them to become responsible for themselves and others around them. Young people will be reminded of boundaries and safe play if they are considered too dangerous. Ratios within the setting will be 1 adult to 6 children aged 5-7 years, 1 adult to 8 children aged 8-11 years and 1 adult to ten children 11+years as recommended <https://learning.nspcc.org.uk/research-resources/briefings/recommended-adult-child-ratios-working-with-children>

All staff and volunteers/helpers will be DBS checked. Risk assessments will be carried out before each visit and for the use of all tools and equipment. The Co-Directors will assess weather conditions regularly and will evacuate the area if they become too extreme. All young people and adults will wear appropriate clothing depending upon the weather conditions.

An open fire dynamic risk assessment will be carried out before a fire is allowed and protection procedures followed. An adult member of the team will be present at all times and children will be reminded of safe practice. The Edventure Project has a Health and Safety Policy, Safeguarding Children Policy etc. to enhance aspects of health and safety

Risk Assessments will include:

- The site of the Forest Skills, Sports and Play Activities
- Equipment and Activities
- Open Fire
- Individual Risk Assessments for tools (bill hook, bow saw, mallets, knives), where applicable
- Other off site and situations such as Parks, Walks and Visits.

Emergency Procedure:

In the event of an emergency the following will happen;

- 1-2-3 Come to Me/Wild Tribe Coming In calling to be given by Leader.
- Children and Young People advised to put down items or stop playing by other adults in surrounding areas and to await further instructions.
- The Edventure Team to assess situation and remove any hazards – Co-Director.
- Once any hazard has been removed the leader will deal with the incident or follow the first aid procedures in the case of an accident.
- In the case of a large hazard that cannot be removed or made safe such as a fallen tree, the children and young people with supervising adults will be relocated to a safe area or Parents may be called for collection of children.

Lost child Procedure

- As soon as it is discovered that the head count at any particular moment does not agree with that recorded at the start of that session, a Co-Director will be informed, if unaware
- If an immediate recount still shows a shortfall, all activities will be suspended and “1, 2, 3, come to me” call will be used to rally all group members.
- One adult will be released for a five-minute search of the immediate area, whilst another adult occupies the remaining children with a game/song or story. The main aim to prevent anxiety escalating amongst the children, “1, 2, 3, come to me” will be carried out once more.
- If the five-minute search does not discover the missing child/children, the Co-Director will take the group into the main hall, retracing the paths taken earlier. One adult will stay in the area to continue looking, contact will be maintained by mobile phone or walkie talkie.
- If the group and Co-Director cannot locate the missing child/children, and if the searching adult has not found anyone, all adults/volunteers will be notified to alert any supporting team members to help in the search including peer mentors (aged 13+ years).
- At this point, The Co-Director(s) may choose to alert Police and Parents.
- The Edventure Project team members will immediately make a record of events and timings and last known position of the child/children. These will be recorded in the incident book.

First Aid Procedure:

- At least two members of the team within The Edventure Project are qualified first aiders including Kimberley Vallis with a Level 3 Pediatric First Aid Qualification (dated February 2022) and will administer the care needed.
- Children and young people will be invited twice a year to attend a basic first aid course to enhance their own knowledge and capabilities.

- First aid kits will be stored in the middle kitchen, within the hall and a smaller pack one on a team member out in the field or on trips. All kits will be checked weekly. Reporting Books situated in the Hallway.
- Whilst dealing with a first aid incident, the Co-Director(s) will ensure the safety of all other children within the group by advising other adults present of the situation and ask them to monitor the other children, if alone children will be call to the area that the Co-Director is in and if necessary, all children will be taken indoors.
- Seek emergency help if needed.
- Contact the parents and complete the accident report forms
- Ensure all staff are aware of medical conditions of the children and inhalers, epi pens etc. are stored safely in the office, inside the hut or if on a walk, that it is taken with the Co-Director.

SAFEGUARDING POLICY:

The Edventure Project CiC recognises that, under the Children Act 1989 and 2004, it has a duty and responsibility for making arrangements to ensure all its functions are discharged having regard to safeguarding and promoting the welfare of children/young people in their care – this includes all services directly provided and commissioned by the local authority. A child is anyone up until their 18th birthday.

“Safeguarding and promoting the welfare of children” is defined in Working Together 2015 as:

- protecting children from maltreatment
- preventing impairment of children’s health and development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes

Persons affected

- All staff, paid and unpaid, this includes volunteers
- All service users
- All visitors and contractors

The Edventure Project is committed to the importance of safeguarding and promoting the welfare of children. It has:

- a clear line of accountability for the commissioning and/or provision of services designed to safeguard and promote the welfare of children;
- The Co-Directors Kimberley Vallis and Kara Penney take leadership responsibility for The Edventure Project’s safeguarding arrangements with Kimberley Vallis as the appointed Designated Safeguarding Lead and Carly Riordan as Deputy DSL with contact with South Glos Councils Safeguarding team 01454 866000;
- a culture of listening to children and taking account of their wishes and feelings, both in individual decisions and the development of services;
- arrangements which set out clearly the processes for sharing information procedures with other professionals and with the ART South Glos team;
- safe recruitment practices have been completed where The Edventure Project will permit to work regularly with children, including policies on when to obtain a DBS check, safeguarding training;
- appropriate supervision and support for staff, including undertaking safeguarding training;
- ensuring that Mentors are competent to carry out their responsibilities for safeguarding and promoting the welfare of children and creating an environment where staff feel able to raise concerns and feel supported in their safeguarding role;
- staff are given a mandatory induction, which includes familiarisation with safeguarding responsibilities and procedures to be followed if anyone has any concerns about a child’s safety or welfare;
- all staff should have regular reviews of their own practice to ensure they improve over time in their work with children, young people and families.
- clear policies in line with those from the South Glos Council CYP Team for dealing with allegations against people who work with children. Such policies should make a clear distinction between an allegation, a concern about the quality of care or practice or a complaint. An allegation may relate to a person who works with children who has:
 - behaved in a way that has harmed a child, or may have harmed a child;
 - possibly committed a criminal offence against or related to a child; or
 - behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

The Edventure Project understands;

- What they need to do, and what they can expect of one another, to safeguard children.
- Core legal requirements, making it clear what individuals and The Edventure Project should do to keep children safe. In doing so, The Edventure Project seeks to emphasise that effective safeguarding systems are those where:
- The child's needs are paramount, and the needs and wishes of each child, be they a baby or infant, or an older child, should be put first, so that every child receives the support they need before a problem escalates;
- That all staff who come into contact with children and families are alert to their needs and any risks of harm that individual abusers, or potential abusers, may pose to children;
- The requirement to share appropriate information in a timely way and can discuss any concerns about an individual child with colleagues and local authority children's social care;
- The necessity to use their expert judgement to put the child's needs at the heart of the safeguarding system so that the right solution can be found for each individual child;
- The necessity to contribute to whatever actions are needed to safeguard and promote a child's welfare and take part in regularly reviewing the outcomes for the child against specific plans and outcomes;

Key principles will be communicated that;

- safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part; and
- a child-centered approach: for services to be effective they should be based on a clear understanding of the needs and views of children.

Child Protection:

It is the responsibility of the Co-Directors, the DSL and all supervising adults to ensure the safety of children when at The Edventure Project. We are committed to creating an environment in which children are safe and free from harm. It is the role of the Co-Directors to minimise the risk of abuse taking place:

- By educating children how to stay safe and speak out
- Taking appropriate action should any allegations arise and following the child protection and safeguarding policy

Adults including parent helpers working within any of the sessions need to appreciate that when children feel comfortable and content, when their instinct to trust and risk take is encouraged, they may disclose information which they might otherwise keep to themselves. Any volunteer or member of the team who finds that a child is telling them something which concerns them should:

- Listen to the child, allowing them to lead the discussion (T.E.D)
- Keep calm and offer some reassurance and accept what the child says without challenge
- Make NO promises. You cannot 'keep a secret'. You should make it understood that there are limits to confidentiality at the start of the disclosure
- Inform the designated member of The Edventure Project – Karoline Gray-Clark.
- Keep an accurate, written record of the conversation including; the date, time, the location and what was said by the child and yourself. Keep it secure and hand the record to the designated member for child protection as soon as possible. (Blank Incident Forms in Blue Folder Box)

Any suspicion of abuse will be promptly and appropriately dealt with in accordance with the The Edventure Project's Safeguarding Children Policy and Procedures above.

BEHAVIOUR POLICY & PROCEDURES

The Edventure Project, as a democratic and semi self directed community setting, will follow this Behaviour Policy that is mutually written between the staff and young people, however if the behaviour of an individual, or group of individuals is such that it puts their own and others safety at risk then the individual(s) may be required to leave the particular activity and be settled into the safety of the hall's quiet space with adult supervision OR picked up from the space. A discussion with the parents and young person will pre-empt and we will follow their individual needs and plan. The policy will be written by the young people and adults during the first term of opening and will be visible within the main hut at all times. Being revised as needed. Parents/carers, volunteers and the group are invited to contribute and sign their agreement. (COPY IN HALL NOVEMBER 2023)

Weather conditions

Following The Edventure Projects ethos of **'there is no such thing as bad weather, only inappropriate clothing!'** Children and Young People are advised to dress warmly and wear waterproofs, or sunhats and sun creams if necessary. However, there are some occasions where it may not be safe or practical to go ahead with a planned session due to extreme weather;

- In the case of high winds of 25mph or more determined by the met office online.
- In the case of extreme temperature determined by a met office amber weather warning
- In the case of extreme cold of below '0' a session will be cancelled if it is near to this we will ensure children are appropriately dressed, sessions will be made shorter and activities will be planned to ensure children are kept moving.

Food safety and Hygiene Procedures:

Children and Young People are invited to bring with them a packed lunch and bottled drinks on site to enjoy at "lunchtime" during our session. They are welcome to drink and refill water bottles with freedom and we encourage hydration. We will provide fruit snacks in the morning and afternoon if funding allows as well as warm soups or beans on toast in the colder months. Children and Young People are asked not to eat during a Forest Skills or Bushcraft session, unless it is a specific activity led by an adult to prepare and cook food. Initially, when children are ready they will participate in simple cooking on the fire activities which include; toasting marshmallows/waffles and making s'mores. There is always a staff member present with food hygiene training, when food is being handled and prepared. Kimberley Vallis (Co-Director) has a Food Preparation and Hygiene certificate Level 2 March 2022.

Food Preparation, transport and storage;

- Hands will be washed thoroughly and any cuts/grazes covered in the correct manner (blue plaster or ideally gloves) before handling and preparing food.
- Any food needing preparation will be prepared in the hut kitchen e.g. bread dough, soups, fruit
- Food will be stored in clean containers and transported in a cool bag to and from the site, with any clean utensils and cooking pans required. The box will remain closed in between use with food covered in bags or boxes; to avoid attracting flies and other insects.
- Raw meats will be stored separately to any other foods.
- All 'use by' dates will be checked on foods before eating.
- Water for cooking will be provided in cleaned sealed storage container.

Handling, cooking and eating Food;

- Sinks with warm soapy water will be available for children to wash their hands before handling food or utensils
- Children and young people are taught how to cook food safely following the activity risk assessment and fire procedure. All food will be checked by an adult to ensure it is fully cooked before eating.
- Children will be asked to sit still around the fire circle or to move to a designated eating area from the fire to keep numbers to a minimum near the fire circle.

Clearing away and cleaning up;

- ALL food not eaten or cooked will be placed in black bin bags and disposed of in the bin at the end of the session by one of the adults.
- The area is checked to ensure there is no food traces to avoid vermin being attracted to the area.
- ALL utensils and pans will be washed at the station in hot soapy water and stored away correctly.

Use of Tools procedure

- Children and adults will be informed of safety and trained in the use of each tool before they use it. Tool use guidance documents will be carried by the leader during each session and tool use ratios will be at the discretion of the Forest School Leader/Co-Director Kimberley Vallis. Ratios will be set out in the session risk assessments.
- Relevant personal protection equipment will be worn at all times such as gloves.
- Tools will be counted in and out and checked against an inventory.
- Tools will be stored safely and kept out of the reach of children.
- They will be cleaned after each use to prolong their life, broken and damaged tools will not be used.

Use of Fires procedure

- A supervising Mentor must always be present when a fire is lit and must never be left unattended. There must always be water/sand available to extinguish the fire.
- Fires will be built in a designated fire area: if a tarpaulin is placed above the fire it should be approximately 8 foot above the fire and seating will be at a distance of 1.5 meters. Relevant personal protection equipment will be used bring fire building.
- Children will be reminded of the fire pit procedures at each and every visit.
 - Walk behind the log/stone seats and stand behind the log/stones.
 - Step over and sit down on the log/stone seat.
 - Stand up, turn around and step over the log/stones.
 - Children are not allowed to cross the inner circle (adults should be role models of this).
- The fire box containing fire retardant gloves, first aid kit and fire blanket should be placed close to the fire circle along with a covered bucket of clean cold water in case of burns.

ENVIRONMENTAL POLICY:

Wherever possible environmentally friendly products and recycled materials will be used. The Edventure Project will promote environmental awareness and care for our environment. Conservation issues and sustainability will also be supported. The setting will be maintained to ensure the survival of all native flora and fauna and new flora will be introduced if needed. We will remove all litter and debris we take into the setting and have regular litter picks to remove other refuse which is in the area. We will be caring towards our neighbours and try to minimise the amount of smoke and noise produced. Brambles and nettles will be removed from the main pathways but will be allowed to grow in other areas of the setting – parents/carers to be reminded that these are present and within our risk assessment. Branches at eye level and below on the main pathways will be removed to avoid injuries for people entering the setting unsupervised (without the Forest School Leader), they will remain on all other trees. Dead and fallen branches will be removed, cut down and stored in the log store and used as fire wood. During the winter months, large stones and logs will be left alone to avoid disturbing hibernating creatures. There will be areas created where wood is allowed to rot to encourage insects to thrive, wild flowers will be allowed to grow and children encouraged to enjoy them growing rather than pick them. The hedgerow around the edge of the setting will be maintained to encourage small wildlife.

GDPR AND CONFIDENTIALITY POLICY:

We are compelled to maintain records both written and typed, and obtain and share information (with parents and carers, other professionals working with the child, and the police, social services as appropriate). We therefore have responsibilities under the **Data Protection Act 1998** with use and implementation of the General Data Protection Regulation. The Data Protection Act 1998 does not guarantee personal privacy at all costs however, it aims to strike a balance between the rights of individuals and the sometimes competing interests of those with legitimate reasons for using personal information. It applies to some paper records as well as computer records.

We are obliged to:

- be aware of responsibilities under the Data Protection Act 1998;
- only keep necessary information;
- ensure the information held is current;
- ensure the individuals concerned know the information is held and what we will do with it and gain their agreement;
- only pass the information to anyone else with the consent of the individual concerned;
- hold information securely (Password Protected);
- allow the appropriate authorities to see records at any time;

In order to ensure confidentiality and data protection obligations are met we will:

- delete information as soon as it is no longer required;
- limit access to computer files and have staff use IT and folders password protected;
- keep paper records in a locked storage facility;
- give parents a copy of policies and procedures;
- provide parents with access to records about their child at any time;
- only share information with parental consent, unless required to by law (if, for example, there appears to be a child protection issue – please see Safeguarding);
- maintain a record of details for the child's parent, GP, emergency contacts, as well as appropriate signed consent forms;
- give appropriate information to referring agencies, usually with parental permission, if a child is identified as in need (section 17 of the Children Act 1989).

Mobile phones and cameras

Phone cameras, and photographs in general, can be used inappropriately. We will supervise or ban, if necessary, the use of any mobile phone or camera within the vicinity of children, whether at The Edventure Project site or while on outings. Permission from parents will be obtained to take photographs of their young person(s), and make it clear how we take and share those photographs with parents, or use for our own Media and Advertising – See Registration Form.

INSURANCE DETAILS AND POLICY:

The Edventure Project CiC is insured through Birnbeck Insurance specifically for Forest Schools and Youth Work Organisations. As per directions, our policy information is made available to view on all sites. Our insurance includes Public Liability, Employer's Liability and Products Liability.

Policy Number: SALSALIA/J248950/0332/22

Policy Start Date: 07.11.2023

Policy End Date: 06.11.2024

Activities included:

Forest school practitioner providing activities for children & adults of all ages. General forest school work including shelter building, use of hand tools (including knives), tree climbing to five (5) metres, use of swings rope swings and play equipment, occasional lopping/coppicing, felling (diameters less than 6"), foraging, low level charcoal making (twigs/tins/cans), green woodworking, gardening sessions including tuition, pond/stream dipping, face painting, birthday parties, camp fires, overnight camps, home education support, arts & crafts, computer & technology, sports (non-contact), yoga & tai chi etc. Off site visits.

COMPLAINTS POLICY AND PROCEDURE (EXTERNAL):

Policy:

The Edventure Project, its team and community, are committed to supporting home educating families that attend our group. We strive to facilitate in a nurturing, caring and open way with due diligence. However, we do realise that from time to time, things can go awry and we may not meet young people's, family or community expectations. We welcome and actively seek feedback with regular feedback forms, discussions and meetings regarding our conduct and activities. This helps us to maintain or even improve our group and support. We are open to suggestions and learning as part of our growth.

Any formal statement from a member of the public outside of our group regarding dissatisfaction of our group or its conduct will be regarded as an official complaint.

The Edventure Project and its team will take any and all complaints against our group, employed team members, volunteers or activities very seriously and openly. When a formal written complaint has been made, the complainant has the right to have their concerns investigated and responded back to promptly; along with solutions and mitigations.

Our aims are to:

- Find out what has happened and why – what would like the complainant want
- Satisfy the complainant that their concerns have been understood and addressed
- Use the process as a learning experience and use the outcome to improve our groups conduct.

If a person feels unhappy about any aspect of The Edventure Project CiC, please speak to either Kimberley or Kara as Co-Directors. This can be in person or via phone 07925016175 Kimberley or email: info@theedventureproject.co.uk, letting The Edventure Project Team know what the concerns are, their name and contact details. Edventure hopes to rectify and resolve the issue within 2 working weeks.

If the complainant still feels the issue has not been resolved, they are welcome to follow the procedures outlined below.

Procedures:

1. Depending on who or what the complaint relates to e.g. a team member or a community issue, the complainant to contact the relevant Co-Director* (see below). The complainant to outline the issue and give full contact details. The Director will then get back to the complainant within 2 working weeks in writing, by email. Unless complainant pursue the matter, the team will close the complaint as resolved. *Staff (unless about Kimberley), HR or Accountancy Complaints to Kimberley Vallis and all other complaints to Kara Penney.
If the complainant is still unsatisfied with the outcome of the complaint, they can move to stage two.
2. The complainant must put in writing within 2 weeks of the proposed resolution as outlined above, should they not be happy with the solutions suggested.

This will then be taken to a panel meeting within the The Edventure Project with three/four members including a Director, a Team member, a group parent and a youth representative. The complaint will be considered and again a formal letter sent with a proposed resolution. Or, if desired, a face to face meeting to hold discussions.

3. Should the complainant still be dissatisfied with the resolutions proposed and would like to pursue the matter further, they can request a meeting where an external mediators can be invited. We would ask our landlords, The Cotswold Edge Scout District to be this mediator or one of the local parish councillors who are non-bias and have a community interest. We would ask the meeting to be minuted and recorded with all parties in agreement to close the matter with the final resolution.
4. Copies of complaints will be recorded and kept on file for 7 yrs.

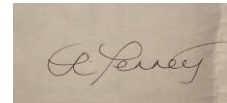
MONITORING OF POLICIES AND PROCEDURES:

This document will be reviewed annually in September or before should any incidents arise or laws and policies change.

Signatures of Co-Directors:



Mrs. Kimberley Vallis
KIMBERLEY VALLIS



Miss Kara Penney
KARA PENNEY

Revised Date: 16/11/2023

The Edventure Project CiC
At Mafeking Hall, Ram Hill, BS36 2UF
Registered Office: c/o 92 Maisemore, Yate, Bristol BS37 8UW
www.theEdventureproject.co.uk

For all risk assessments, please see website.