

Complaints, Dispute Resolution and Disciplinary Procedures

Woodcraft Folk members and staff strive to give all children and young people a positive experience, introducing them to our aims and principles through play, group work and outdoor adventures. In order to do this we seek to involve children and young people in planning, and actively listen to their suggestions, comments and feedback – this includes telling us when things go wrong.

As an organisation, when things do go wrong or we do not meet expectations we wish to explore how we can learn lessons and improve our practice. As such we welcome your opinions and suggestions – what works, what could be better and when you are dissatisfied.

This complaints policy covers all parts of Woodcraft Folk, including local groups, Folk Office services, residential centres and camps. The policy has been created to ensure that all concerns are:

- Dealt with fairly, efficiently and effectively
- Handled in a consistent manner throughout our organisation
- Responded to with the aim of increasing satisfaction of children, young people, parents/carers, volunteers and other members
- Reviewed so that lessons learnt can be used in the planning and improvement of activities

There are a number of ways in which you can have your say, including:

1. Talk directly to your Group Contact (you may wish to arrange a time to talk as the Group Contact's priority during group night will be to facilitate the programme and they may not have time to talk)
2. Write to or email the District Co-ordinator (Each Woodcraft Folk group is part of a local District, and the Co-ordinator has oversight of all group activities). To find their contact details visit www.woodcraft.org.uk/where
3. Contact the national charity by calling 0207 358 6454 or emailing info@woodcraft.org.uk

Who can complain?

Everyone who comes into contact with Woodcraft Folk is welcome to offer constructive feedback, whether positive or negative. For example:

- Children and young people who attend groups
- Adults responsible for children and young people who attend groups
- Woodcraft Folk members/volunteers
- Individuals responsible for venues Woodcraft Folk groups use
- Individuals and groups staying at a Woodcraft Folk centre
- Members of the public who have witnessed inappropriate conduct or been affected by the behaviour of a Woodcraft Folk group, volunteer or staff member
- Funders, donors, partners or general supporters
- Woodcraft Folk staff

What can you complain about?

Your complaint is likely to be unique to you and the nature of your engagement with Woodcraft Folk. The following is a non-exhaustive list circumstances that might prompt you to contact Woodcraft Folk with an issue, though please remember you are also most welcome to offer positive feedback too!

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- Dissatisfaction with the level of service you have received
- Failure to follow Woodcraft Folk's policies, procedures or guidance
- Belief that a criminal offence has been committed
- Belief that an activity is dangerous
- Bullying and harassment
- Feeling that an individual child's needs have not been met
- Feeling unfairly treated by a volunteer or staff member
- Concern about the conduct of group members
- Concern about the conduct of an adult e.g. excessive discipline, suspected grooming behaviour, being under the influence of alcohol or drugs

When making a complaint

To help Woodcraft Folk respond to your complaint please:

1. Read this policy, and any procedure it may signpost you to given the nature of your complaint. If you need help please ring to discuss your complaint informally first.
2. Be specific about what it is you are complaining about
3. Suggest how you feel your complaint could be resolved
4. Be polite and respectful, and we will do the same to you.

Woodcraft Folk members are volunteers, and as such it might take us longer to respond than you would expect. Once your complaint has been received, we will keep you informed. This will include how the complaint will be dealt with and an indication of how long it will take.

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How will your complaint be dealt with?

Woodcraft Folk has many branches, and its services are diverse. To ensure your complaint is responded to appropriately Woodcraft Folk has a number of relevant procedures designed to find a resolution that is proportional to the concern raised. The following table seeks to clarify how Woodcraft Folk will respond to your concern.

<i>Nature of concern</i>	<i>Procedure</i>	<i>Who to contact</i>	<i>Escalation</i>
Concerned about the suitability of an adult to work/volunteer with children and young people	Child Protection Procedures	Local Safeguarding Officer	Lead Safeguarding Officer safeguarding@woodcraft.org.uk
Financial malpractice or misconduct or fraud, failure to comply with a legal obligation or Statutes, dangers to Health & Safety or the environment, criminal activity, Improper conduct or unethical behaviour, or attempts to conceal any of these	Whistle-Blowing Procedures	District Contact	General Secretary
Failure to meet a child's needs	Local Complaints Policy	Group Contact www.woodcraft.org.uk/where	District Contact or Local Safeguarding Officer
Criminal Offence (other than those referred to as part of the Whistle-Blowing Procedures)	Disciplinary Procedures	District Contact for volunteers, staff line manager for employees	General Secretary and/or Police
Bullying between children	Managing Behaviour Guidance	Group Contact	Local Safeguarding Officer
Inappropriate behaviour by an individual under 18 years	Managing Behaviour Guidance	Group Contact	Local Safeguarding Officer
Inappropriate behaviour by an individual over 18 years	Disciplinary Procedures	District Contact for volunteers, staff line manager for employees	General Secretary

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Bullying of an adult by another adult	Disciplinary Procedures	District Contact for volunteers, staff line manager for employees	General Secretary
Accident or injury	Health & Safety Policy	Group Contact	District Contact or Local Safeguarding Officer

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