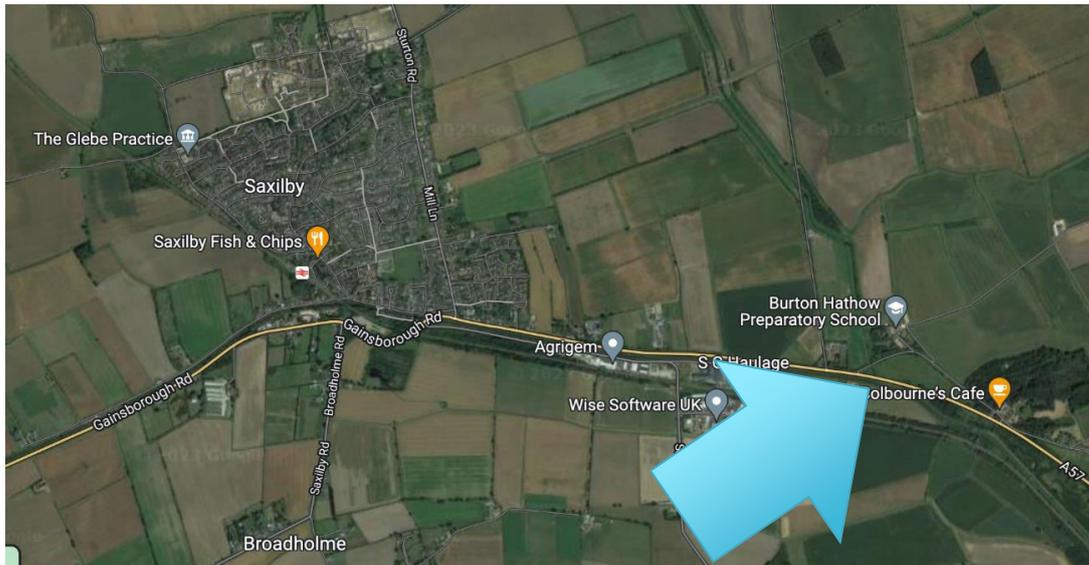




## Land and Leaf Collective **Wildlings Holiday Club** at Burton Hathow Preparatory School

### Where are the sessions?

The sessions take place in a beautiful woodland within the gated grounds of Burton Hathow Preparatory School, Lincolnshire (just off the A57). This is a well-established woodland with a good diversity of trees, shrubs and plants allowing exploration and opportunities to learn about the environment.



### How to find us:

Address: Burton Hathow Preparatory School, Odder Farm, Saxilby Rd, Lincoln LN1 2BB  
What3words: fells.reviews.yesterday

### Parking:

Please park on the lane just outside of the school gates. There is an open pedestrian gate (to the left of the vehicle gate) to access the school grounds where a holiday club leader will collect your child and walk them down to the woods.

**NOTE: If leaving the school by vehicle, to open the vehicle gate as you exit, cars must slowly drive very close to the gate (approx 1-2 feet) and then carefully reverse as the gates will automatically open.**

### What happens at holiday clubs?

The children are met at the gate by the holiday club leader. They walk down to the woodland together and start the day with a game. A talking circle gives everyone the chance to meet each other, hear what activities are on offer and understand safety rules.

Two activities are offered before lunch followed by a quiet game and reflective sit spot. Activities include fire skills, foraging, whittling, weaving, printmaking... and so much more.

After lunch a campfire cooking activity means a tasty snack every afternoon. With more games to get everyone running about again.



At the end of the day the children and leaders gather together to hear what each other have done through the day, to reflect on new skills and celebrate achievements.

Children are returned to parents and carers at the gate. Your child is likely to get muddy... and love it!

### Clothing requirements

Please ensure that you and your child/ren are dressed appropriately for the weather. Holiday clubs will take place in all weathers except high winds or storms. If children are dressed inappropriately they will not be able to enjoy the session and fully experience the sessions.

- Cold weather - loose thin layers that can trap warmth. Warm boots, hats, gloves and a thick outer layer.
- Wet weather - waterproof boots and outer layer. Hat and gloves.
- Hot weather - thin clothes with arms and legs covered if possible i.e. leggings and t-shirt (to protect from scratches etc. Sunhat.

### Food and Drink

**Children require a packed lunch and water bottle** for holiday club sessions. A campfire snack is often prepared for children to enjoy in addition to their packed lunch. Water is always available for children to refill their bottles at any time.

### Communication

It is vital that holiday club leaders, participants and parents communicate effectively and efficiently. Contact details of all parents/carers are collected before attendance and are available for the holiday club leader to contact parents if needed. The holiday club leader will be available to discuss any matters or concerns at the end of any session. If any parties need to contact me my email address is [kaylee@landandleafcollective.org](mailto:kaylee@landandleafcollective.org) In urgent situations I can be contacted on 07966420841

Communication will be by email except in urgent situations, such as the closure of the group due to high winds or other event, when parties will be contacted by telephone.

Parents/carers are asked to complete a brief registration form with child details, medical information and contact information at the time of booking. Permission for photographs will be sought on this form.



## POLICIES AND PROCEDURES

### WOODLAND SAFETY

#### Policy Statement

Holiday clubs happen in the same place throughout the year, however as part of the natural environment the space will change through the seasons with different risks and challenges at different times of the year. Children are encouraged to take appropriate risks as part of the holiday club sessions. These risks will vary from child to child and session to session. The holiday club leader is responsible for identifying and managing dangerous hazards within the sessions.

#### Procedure

**NO PICK - NO LICK - CAREFUL HOW YOU CARRY A STICK!**

The woodland is home to a wide variety of plants. Some may be protected, others may be harmful to humans. Children are taught to not pick plants in the woodland to both protect the environment and reduce the chance of cuts, stings and burns.

A number of plants in the woodland are poisonous to humans, including fungus. Some sessions may include foraging for items to eat or cook and children are taught to never eat any plant or fungus from the woodland unless under the close supervision of the holiday club leader. Water is provided to wash hands before food consumption.

Sticks are a wonderful resource! They are the basis for much of the participation and play in holiday club sessions. Children are taught to carry sticks safely, held low and trailing behind them on the floor.

#### TREE CLIMBING

Tree climbing provides an opportunity to allow children to learn to manage and assess risk. As with any climbing on playground equipment, climbing trees can entail significant risks, resulting in injury or death. Factors increasing risks associated with tree climbing include:

- Climbing above hard surfaces such as stone paths and fences
- Climbing in areas out of sight of a supervising adult
- Taking ropes or other equipment up a tree
- Lack of education for children about tree-climbing risks
- Fighting or dangerous play at height
- Climbing on weak or dead branches.

To ensure safe tree climbing:

- Climbing areas should not be surface-dressed in any way (e.g. with woodchip). Surface-dressing introduces a significant risk in itself by insulating the root system and thereby infecting the roots, weakening the tree and increasing the likelihood of the tree collapsing.
- Adults maintain supervision – more regular for younger children, especially in their first few holiday club sessions.



- Children must check that the ground is clear of any sharp dangers and test weak branches will support their weight, by stepping on it (or grabbing it) at a point far away from the tree's trunk.
- Children should climb with a partner visible and aware so one child may fetch an adult if another gets into any difficulties, with only one child climbing in the tree at any time.
- Children must climb within their capabilities, being aware that coming down can be much harder than getting up. If it doesn't feel right then stop!
- The rule of 3 points of contact must be adhered to; There are four points on your body that come in contact with the tree's branches: two hands and two feet. At least three of these points should be supported by branches at all times.
- Children must not climb into neighbouring trees, over any pond/stream or other water features, or onto branches thinner than the diameter of their leg.
- Clothing must be appropriate and loose items, such as hoods, tucked in.
- Rope and other materials must not be taken up into trees.
- Yew trees must not be climbed as ingesting their leaves or seeds may prove extremely harmful or even fatal.
- Supervising adults may exercise their judgment to intervene if they deem it appropriate to do so.

## TOOL SAFETY

Using tools is an important aspect of holiday clubs as it enables children to learn new skills and develop self confidence. All tools are maintained by the holiday club leader and inspected prior to the session to ensure safety. Children and adults are taught how to use each tool safely and respectfully. All tools have specific guidelines for use. Children and adults are responsible for following these guidelines as instructed by the holiday club leader. Children and adults will lose permission to use tools if these guidelines are not followed.

- Tools are kept in the tool box and removed by the holiday club leader.
- All tools must be used two arms and a tool length away from other people.
- All tools must be returned to the holiday club leader who will return them to the tool box.
- All tools must be counted back into the box at the end of the activity.

## FIRE SAFETY

The use of fire is integral to holiday club sessions. Fires are used for warmth, heating liquids, cooking food and to provide opportunities for children to learn new skills and develop self confidence.

Children are taught how to collect fuel for the fire and are involved in building the fire. An open fire is lit within a fire circle, the boundaries of which are never crossed other than to tend to the fire or reach pots on the fire. The wider fire circle is a place to sit and join communal activities. The outer fire circle is accessed by walking around the perimeter, never within the circle. The lighting and use of fire has specific guidelines as instructed by the holiday club leader. Children and adults are responsible for following these guidelines as instructed by the holiday club leader. Children and adults will lose permission to use fire if these guidelines are not followed.

- Fire lighting activities only take place within the fire circle.
- Fuel is to be placed carefully onto the fire. Sticks are not held into and removed from the fire.
- Walk carefully around the perimeter of the wider fire circle.
- Fuel is to be laid ready for use a safe distance from the fire.
- Fire gloves to be worn at all times when cooking over the fire.
- Kelly kettle and rocket stove to be used only under close supervision of the holiday club leader.



- Young children must be closely supervised in the fire circle area.
- Plunge bucket of water is kept close to the fire circle in case of minor burns or scalds.
- The fire is to be extinguished carefully under supervision of the holiday club leader at the end of the session.

## HEALTH AND HYGIENE

Food preparation may be part of holiday club sessions. Health and hygiene and safe food preparation practices are followed in the woodland.

A table is provided for food preparation. The holiday club leader cleans the table prior to every session. Soapy water is provided to wash hands and a washing up bowl for dirty pots and utensils.

- Food is to be cut/prepared on the provided chopping boards.
- Sharp knives are stored out of reach of children.
- Young children are to be closely supervised when preparing food.
- Hot soapy water is provided to wash up at the end of the session.

## BEHAVIOUR

### Policy Statement:

Children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour.

Children need to learn to consider the views and feelings, needs and rights of others and the impact that their behaviour has on people, places and objects. This is a developmental task that requires support, encouragement, teaching and setting a good example. The child's dignity should be maintained at all times.

All parents are provided with a copy of this policy and given the opportunity to discuss our approaches to behaviour management.

### Procedure:

Land and Leaf Collective uses positive strategies for managing inconsiderate behaviour, by helping children to find solutions in ways that are appropriate for the children's ages and stages of development. Such solutions might include the acknowledgement of feelings, an explanation about what was not acceptable about their behaviour and supporting children to understand and gain control of their feelings so that they can learn a more appropriate response.

We have very few rules in our setting but we do expect all adults and children to accept them. The ground rules are:

- We will all care for ourselves - we will not do anything that puts ourself at risk.
- We will all care for each other - we will not do anything that puts anyone else at risk nor will we behave in a way that hurts others emotionally.



- We will all care for the environment - we will not do anything that damages the trees, plants, woodland inhabitants or holiday club resources. We will be responsible for the continued improvement to our environment.

Children in holiday club sessions are supported to establish appropriate ground rules for play within their group and to discuss what they feel are appropriate ground rules.

Strategies that we use for maintaining ground rules and managing challenging or inconsiderate behaviour include:

- Explaining, discussing and maintaining the boundaries of behaviour for children in the woodland.
- Acknowledging considerate behaviour such as kindness and willingness to share.
- Supporting each child to develop self-esteem, confidence and feelings of competence.
- Supporting each child to develop a sense of belonging in the group, so that they feel valued and welcome.
- We avoid creating situations in which children receive attention only in return for inconsiderate behaviour.
- When children behave in inconsiderate ways, we help them to understand the outcomes of their action and support them in learning how to cope more appropriately.
- Children are never sent away from the group by themselves or use a 'naughty' chair.
- We never use physical punishment, such as smacking or shaking. Children are never threatened with these.
- We do not use techniques intended to single out and humiliate individual children.
- We will only ever use physical restraint, such as holding, to prevent physical injury to children.
- In any cases of serious misbehaviour, such as racial or other abuse, we immediately make clear the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame.
- We do not shout or raise our voices in a threatening way to respond to a child's inconsiderate behaviour.
- We recognise that very young children are unable to regulate their own emotions, such as fear, anger or distress, and require gentle support to help them do this.
- Common inconsiderate or hurtful behaviours of young children include tantrums, biting or fighting. We remain calm, patient and offer comfort to intense emotions. We help children to manage their feelings and talk about them to help resolve issues and promote understanding.
- If tantrums, biting or fighting are frequent, we will try to find out the underlying cause – such as a change or upheaval at home.
- We do not engage in punitive responses to a young child's rage.
- We support social skills through modelling behaviour, activities, and stories. We aim to build self-esteem and confidence in all children, recognising their emotional needs through a close and committed relationship with them.
- We support children to understand the effect that their hurtful behaviour has had on another child; We do not force children to say sorry, but encourage this when it is clear that they are genuinely sorry and wish to show this to the person they have hurt.
- If hurtful behaviour becomes problematic, we will work with parents/carers to identify the cause and find a solution together.



## EMERGENCY PROCEDURES

### Unexpected Closure of Holiday Club Sessions

Very occasionally it may not be possible to run a session. Holiday club happens all year round and in all weathers except high winds and storms. In the case that holiday club is closed all parents/carers will be notified on the day by telephone.

### Reporting Accidents and Incidents

We keep a record of all accidents and incidents on an accident form which is kept online. We may fill out an additional form in the case of a bumped head. Records include:

- The child's name
- The date and time of the accident/incident
- Where it took place
- What happened?
- What action was taken at the time.
- Any follow up actions

### Personal Emergency Plan

An emergency is unexpected and often the result of an accident. In the case of an emergency use the following procedures. The holiday club leader has completed both Paediatric First Aid and Outdoor First Aid training. A complete first aid kit including a burns kit is easily accessible in the happy bag.

The meeting point in the case of calling emergency services is the school's car park.

### In case of a sick or injured person

In the case that a child (or adult) is injured or becomes seriously ill;

- Remain calm
- Deal with injuries following the 4B's – breathing, bleeding, breaks, burns.
- Check the safety of all the children.
- Telephone the emergency services or doctor.
- Contact the children's parents, leaving a contact number.

We ensure that the child receives the aid that is immediately required. If necessary family members are informed at the earliest opportunity and ensure that the child is comforted and reassured until the parents arrive. Other children are removed from the immediate area and other adults are called on to support in caring for other children until the situation is concluded. The holiday club leader has access to a mobile phone at all times which is charged prior to holiday club sessions.

Local	Medical	Facilities:
Accident and Emergency	LN2 5QY	
Lincoln County Hospital	01522 512512	
Greenwell Road		
Lincoln	01507	600100



## Safely closing down a session in case of emergency.

In case of emergency it may be necessary for people other than the holiday club leader to close down a session.

This checklist offers a guide to safely closing down and packing away equipment in case the holiday club is required to leave the site for any reason.

It is of the utmost importance to ensure the safety and wellbeing of children and adults ahead of equipment. This checklist is to be used once all participants are safely collected or cared for by a responsible adult.

1. Site sweep: check the site for equipment, clothing, personal items. Remove any ropes or hammocks that have been installed for the session.
2. Tools and equipment: return all tools and equipment to storage boxes.. Gather everything together, out of the way to be organised at a later time. Tools should be locked away into the storage boxes.
3. Fire: if a fire is burning use a long stick to spread out the wood and embers. Pour water slowly around the edge of the fire, working inwards, to douse the flames and embers.
4. Ensure all children are collected / leave the site with their parents or carer.
5. Make a record of the steps taken to close down the site and share with the holiday clubs leader.

## SAFEGUARDING CHILDREN

### Policy Statement:

- The safety and welfare of children or young people is the principal concern.
- All children and young people have a right to protection from harm or abuse, regardless of age, gender, disability, racial or ethnic origin, religious beliefs or sexual identity.
- Children and young people need support that reflects their individual needs, including those who may have experienced abuse.

### Procedure:

To maintain high standards of child protection and to safeguard children we will:

- Treat children and young people with care, respect and dignity.
- Ensure that communication with children and young people is open and clear.



- Assess the risks and benefits to children within regular activities.
- Be alert to signs and indicators of possible abuse.
- If concerns are raised about a child's welfare, the holiday club leader will contact the local authority, the NSPCC, NCMA or other relevant support services for advice,
- confidentially will be assured only when it is clear that there is **no risk** of harm to a child.
- Share information about concerns with agencies that need to know, and involve parents and children appropriately.
- Review our safeguarding policy and good practice at regular intervals.
- Attend child protection training and keep up to date with child protection issues and relevant legislation.
- Keep copies of the Local Safeguarding Children Board procedures.

If a child discloses about abuse s/he has suffered:

- Stay calm.
- Do not transmit shock, anger or embarrassment.
- Reassure the child. Tell her/him you are pleased that s/he is speaking to you.
- Communicate with the appropriate language for the age and developmental stage of the child.
- Never enter into a pact of secrecy with the child. Assure her/him that you will try to help but let the child know that you will have to tell other people in order to do this. State who this will be and why.
- Tell her/him that you believe them. Children very rarely lie about abuse; but s/he may have tried to tell others and not been heard or believed.
- Tell the child that it is not her/his fault.
- Encourage the child to talk but not ask leading questions or press for information.
- Listen and remember.
- Check that you have understood correctly what the child is trying to tell you. It may help to repeat back to her/him what s/he has said.
- Praise the child for telling you. Communicate that s/he has a right to be safe and protected.
- Do not tell the child that what s/he experienced is dirty, naughty or bad.
- It is inappropriate to make any comments about the alleged offender.
- Be aware that the child may retract what s/he has told you.
- At the end of the conversation, tell the child again whom you are going to tell and why that person or those people need to know.
- As soon as possible afterwards (if you have not done so during the disclosure), make a detailed record of the conversation using the child's own language.

### Useful telephone numbers

Social Services duty desk	01522 782333
Local police	101
NSPCC child protection helpline (24-hour helpline for people worried about a child)	0808 800 5000
Local early years team	01522 552752

## EQUALITY AND DIVERSITY



## Policy Statement:

As an inclusive group we strive to meet the needs of all children and families and promote and celebrate diversity in our groups. We recognise that children and their families come from diverse backgrounds. All families have needs and values that arise from their social and economic, ethnic and cultural or religious backgrounds. Family structures are diverse, including two parent and one parent families; some children have two parents of the same sex. Some children have close links with extended families of grandparents, aunts, uncles and cousins while others may be more removed from close kin or may live with other relatives or foster carers. Some children have needs that arise from disability or impairment or may have parents that are affected by disability or impairment.

Some children come from families who experience social exclusion or severe hardship; some have to face discrimination and prejudice because of their ethnicity, the languages they speak, their religious or belief background, their gender or their impairment.

We understand that these factors affect the well-being of children and can impact on their learning and development. It is the responsibility of holiday club leaders to be aware of these factors and follow the practices set out in this policy.

We are committed to anti-discriminatory practice 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 families to our understanding of equality and diversity;
- provide positive non-stereotyping information about gender roles and diverse family structures, diverse ethnic and cultural groups and disabled people;
- improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity;
- challenge and eliminate discriminatory actions;
- make inclusion a thread that runs through regular activities; and
- foster good relations between children and families.

## Procedure:

Land and Leaf Collective is open to all members of the community. We provide information in clear, concise language, whether in spoken or written form.

We ensure that all parents are made aware of our equal opportunities policy and do not discriminate against a child or their family, or prevent entry to our setting, on the basis of a protected characteristic as defined by the Equalities Act 2010. These are:

- disability;
- race;
- gender reassignment;
- religion or belief;
- sex;
- sexual orientation;



- age;
- pregnancy and maternity; and
- marriage and civil partnership.

We do not discriminate against a child with a disability or refuse a child's participation for reasons relating to disability. However, We will assess the child's needs to decide how we can best care for, support the child and meet those needs. We develop action plans to ensure that children with impairments can participate successfully in activities.

Displays of openly discriminatory and offensive behaviour, name calling, or threatening behaviour are unacceptable in this setting and will be dealt with in line with our behaviour policy.

Our commitment to equality and diversity extends to all employees, volunteers, contractors and directors who work with Land and Leaf Collective. We value diversity and encourage fairness and justice.

To achieve this:

- We will treat all employees, job applicants and volunteers fairly and equally regardless of their sex, sexual orientation, gender reassignment, marital or civil partnership status, race, colour, nationality, ethnic or national origin, religion, age, disability or union membership.
- We will not make any requirement or condition without justification which could disadvantage individuals purely on any of the above grounds. The policy applies to recruitment and selection, terms and conditions of employment including pay, promotion, training, transfer and every other aspect of employment.
- We will offer services fairly to all people, ensuring that anyone in contact with the organisation is treated with respect.
- We will make reasonable adjustments to enable people with disabilities to use our services.
- We will comply with the Equality Act 2010
- We will ensure mechanisms are in place for responding to complaints of discrimination and harassment from staff, volunteers and the public.
- We will make this policy known to all staff, job applicants, volunteers and service users.

## ANTI BULLYING

### Statement

Land and Leaf Collective is committed to providing a supportive, caring and safe environment in which all children are free from the fear of being bullied. As an organisation we take bullying and its impact seriously. Bullying of any form is not tolerated in our organisation, whether carried out by a child or an adult.

Staff, children and parents or carers will be made aware of our position on bullying. Bullying behaviour is unacceptable in any form. Anyone who knows that bullying is happening is expected to tell a holiday club leader or other responsible adult.

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 the member of staff informed, and then discussed with the directors. A clear account of the incident will be recorded. All facilitators will be informed and all parties will be closely monitored. Parents of all parties will be informed.

### What is bullying?



We recognise that many children and young people will experience conflict in their relationships with other children and young people. We are committed to developing empathy and the skills to manage relationships in a peaceful way that does not harm others.

Bullying is:

***“The repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power. It can happen face to face or online”***



### **Why is it important to respond to bullying?**

There is considerable evidence to show that bullying has both short term and longer term impact on children. Bullying impacts on children’s wellbeing, can impact on self esteem and become a significant barrier to learning. Bullying is associated with lower levels of engagement and can lead to mental health concerns such as anxiety and depression. At Land and Leaf Collective we understand that people who bully also need help and support to understand the cause of their behaviour and to make positive changes.

In our community:

- Everybody has the right to be treated with respect.
- Everybody has the right to feel happy and safe.
- No-one deserves to be a target of bullying.
- People who bully need support to learn different ways of behaving.

National research has shown that some groups of pupils are particularly vulnerable to bullying; these include pupils with SEND, looked after children, pupils from minority ethnic groups or faiths, young carers, LGBT pupils and those perceived to be LGBT. At Land and Leaf Collective we are committed to anti-discriminatory practices.

### **Types of bullying behaviour**

Bullying can take many forms:

- **Emotional** - being unfriendly, excluding, tormenting, threatening behaviour
- **Verbal** - name calling, sarcasm, spreading rumours, teasing, use of derogatory language
- **Physical** - pushing, kicking, hitting, punching or any use of violence
- **Extortion** - demanding money/goods with threats
- **Online** – use of social media, messaging and calls. Misuse of associated technology e.g photos and videos.
- **Racist** - racial taunts, graffiti, gestures



- **Sexual** - unwanted physical contact, sexually abusive comments
- **Homophobic** or biphobic - bullying because of sexuality or perceived sexuality
- **Transphobic** – because of gender identity or perceived gender identity

### **Preventing Bullying**

We foster a clear understanding that bullying, in any form, is unacceptable. We believe that preventing bullying is the responsibility of our whole community and when there are incidents of bullying we will work together to deal with the situation and to learn from what has happened.

We do this by:

- Involving the wider community in developing our policy including a child friendly version of our policy.
- Using circle time to ensure that participants understand the differences between relational conflict and bullying.
- Building a positive ethos based on respecting and celebrating all types of difference in our community.
- Creating a safe and happy environment, with consequent positive relationships.
- Having a positive ethos that all leaders, staff, parents and participants understand.
- Think about any safeguarding concern and report concerns to Designated Safeguarding Lead.
- Adopting a social model approach to bullying. Diversity is valued and everyone is included in our community.
- Offering training to all staff around bullying, including specific guidance on those groups who are most likely to be bullied.

### **Reporting bullying**

In our community participants are encouraged to talk to staff when they are unhappy or have concerns. Participants in our holiday club programmes understand that they have a right to feel and be safe and a responsibility to support others to feel and be safe.

Pupils are encouraged to report bullying to:

- A trusted adult
- Their holiday club leader

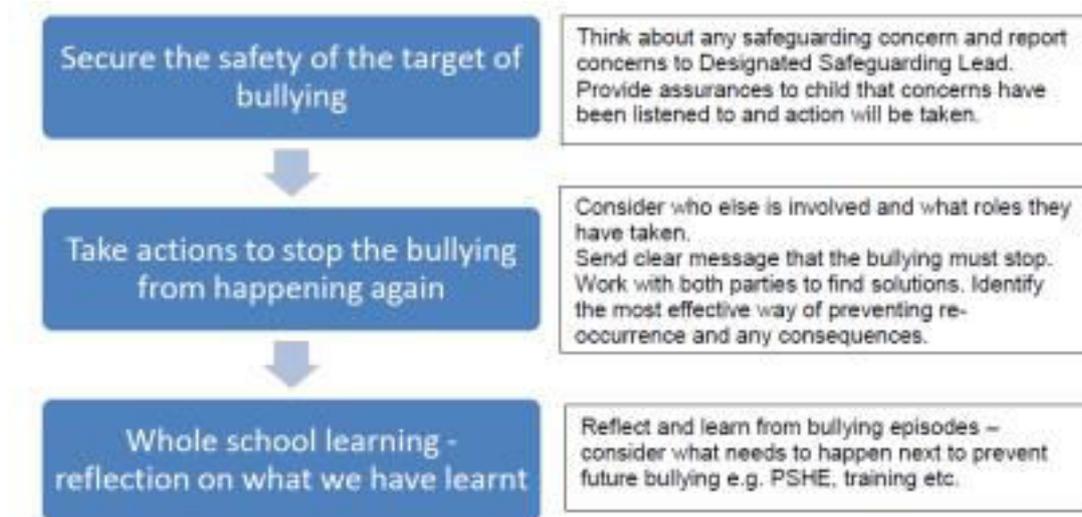
Children are also taught that it is important to talk to a trusted adult if bullying is taking place outside of Land and Leaf Collective.

Parents are also encouraged to report concerns and bullying to named individuals. This is normally the holiday club leader.



When participants report their concerns our staff are trained to LISTEN and to BELIEVE. We involve children as far as possible in finding solutions.

### Responding to Bullying



We monitor and review all bullying incidents to determine any patterns or trends that may require further action.

On a regular basis we give pupils the opportunity to feedback on how safe and happy they feel at the holiday club, we do this through circle time.

All staff are required to complete a bullying and prejudice-based incident reporting and monitoring form when dealing with incidents of bullying. This should be completed as soon as possible and given to the Designated Safeguarding Lead.

### Procedures for parents:

- If a parent has any concerns about their child they should speak to the holiday club leader immediately. If a parent thinks bullying is the issue, the matter will be referred to the directors. The directors are always informed of any bullying concerns at Land and Leaf Collective and monitor the situation carefully.

- Land and Leaf Collective will work with both the child and the parents to ensure that any bullying is stopped and that support is given where needed.

- Parents should not confront the bully or their parents. This can complicate the situation and distress the child.

- Land and Leaf Collective will deal directly with all children involved and their parents directly. Parents will be kept informed of any actions the school is taking.

- If parents feel that their concern has not been dealt with appropriately they should follow the complaints procedure.

All members of the Land and Leaf Collective community, including participants, staff, parents and directors, are expected to treat everyone with dignity and respect at all times. This includes both face-to-face contact and online.



## Complaints Procedure

Land and Leaf Collective aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with us.

If you are not happy with Land and Leaf Collective please tell us.

### **Initial complaint**

If you are unhappy about any Land and Leaf Collective service, please speak to the relevant volunteer, staff member, or director. If you are unhappy with an individual in Land and Leaf Collective sometimes it is best to tell them directly. If you feel this is difficult or inappropriate, then speak to the volunteer's supervisor or a director. Often we will be able to give you a response straight away. When the matter is more complicated, we will give you an initial response within five working days.

### **Making a written complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please write to the director/ board of directors (If your complaint is about a director, please write to the other director(s)). All written complaints will be logged. You will receive a written acknowledgement within five working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

### **Complaints to the regulator of community interest companies**

If after we have responded you are not satisfied, the next step is to complain to the regulator of community interest companies. Information on how to complain to the CIC regulator can be found at:

<https://www.gov.uk/government/organisations/office-of-the-regulator-of-community-interest-companies/about/complaints-procedure#how-to-complain-about-a-cic>

CIC regulator 1st Floor Companies House Crown Way Cardiff CF14 3UZ

Email [cicregulator@companieshouse.gov.uk](mailto:cicregulator@companieshouse.gov.uk)