

Concerns, Compliments and Complaints Procedure

This policy was written following the guidance of the:

- Statutory Framework for the Early Years Foundation Stage, 2024.
- Surrey Early Years Educational Effectiveness team.
- General Data Protection Regulations (GDPR) 2018.
- Cambium Sustainable.

Concerns and Complaints

Bus Stop Forest School Training aims to deliver high quality Forest School training to students, however we understand that at times students may have concerns/complaint about the training provided. It may be possible to resolve concerns/complaint by talking to the student and other involved parties and taking appropriate and prompt action. However, there may be occasions when a student makes a formal concern/complaint about the training in writing or by e-mail. In this instance a letter/email of acknowledgement will be sent to the student in the first instance, stating a timescale for an investigation and expected response time from Bus Stop Forest School Training.

Bus Stop Forest School Training will then carry out an investigation and organise a meeting with the student to discuss the key points of the concern/complaint. After the meeting the student will receive a letter/email detailing the outcome of the meeting and the actions that will be taken by Bus Stop Forest School Training. This will be done within 28 days of the concern/complaint being received. Complaint records will be made available at anytime, to Cambium Sustainable and Agored Cymru.

All written concerns/complaints, meetings and the outcomes of the concern/complaint will be recorded in writing and where appropriate meetings to discuss concerns/complaints may be video recorded through Zoom/Microsoft Teams video calling. Permission to video record a meeting will be sought from both parties, before a recording can take place.

If Bus Stop Forest School Training and the student are unable to reach an agreement, Cambium Sustainable will be invited in to act as an external mediator, to listen to both sides and offer advice. A mediator has no legal power, but can help clarify the situation and suggest further ways of resolving it. The mediator will keep discussion confidential and will keep agreed records of any meetings or advice given. A mediator can be staff member of the Cambium Sustainable team.

Bus Stop Forest School Training takes place alongside the Pre-School group, meaning students work alongside the team and children, in the event that a student wishes to complain/develops concerns regarding the Bus Stop teams safeguarding procedures and do not feel able to share this concern with the team, they are at liberty to contact the LADO and or Ofsted at anytime, in the following ways:

- Website: www.ofsted.gov.uk,
- Write to Ofsted: Piccadilly Gate, Store Street, Manchester, M1 2WD
- Ofsted Telephone: 0300 123 1231, between 8am – 6pm.
- LADO: 03001231650 option 3 or email: LADO@surreycc.gov.uk
- Ofsted Whistleblowing Hotline: 0300 123 3155 or www.ofsted.gov.uk

- Navex Global – Independent and confidential service. Free tel: 0800 069 8180
- NSPCC whistle blowing helpline: 0800 028 0285 or email: help@nspcc.org.uk

Compliments

Bus Stop Forest School Training invites students to email their thoughts and feelings about their training to busstoppreschool@aol.co.uk. With the permission of individual students, the feedback gained can be shared on the 'What Students Say' comments page on the website.

This policy was reviewed in May 2025, reviewed in September 2025

FS Lead Trainer: _____ FS Trainer: _____