



Created December 2016
Reviewed May 2023

Statement

BrokenCrowTheatre Company is committed to placing respect for all people at the centre of our work but with particular commitment , in the case of our work for young audiences, to respecting young people and vulnerable adults.

We commit to respecting their intelligence, sensitivity, capacity for learning and opinions and we undertake to provide a safe experience and positive environment in our work for their physical and emotional safety.

We wish the young people we work with to enjoy the experience, to explore challenges, to have fun, to reflect seriously and, above all, to engage with the art forms of drama and theatre.

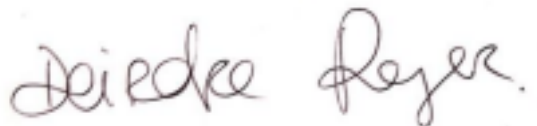
We will adhere to the recommendations of *Children First: National Guidance for the Protection and Welfare of Children (2011)*. We have developed policies and procedures to ensure that this commitment is enshrined in all aspects of our company.

This policy is targeted at all adults involved in our company, be they staff or volunteers. All staff and volunteers will be informed of relevant policies and procedures as they relate to their participation.

The policies and procedures in this document have been designed so that their implementation will protect both young people and staff and allow everyone to focus on quality of engagement, participation and creativity.

We have also committed to review our policies and procedures on an annual basis. This policy was created in December 2016 and was most recently reviewed in May 2023 and will be reviewed again in January 2024.

Signed _____

A handwritten signature in cursive script that reads "Deirdre Feyer". The signature is written in a dark ink and is positioned above a horizontal line.

Code of Behaviour for all Staff

Code of Behaviour for all Staff

****This must be read and implemented by all members of staff ****

A code of behaviour for staff is an essential element of our Child Protection Policy and is embedded in the core values of the company. It is not designed to create difficulties for staff or impediments to working creatively with children and young people but rather to create a safe working environment for both staff and the young people we work with.

The **code of behaviour** can be categorised under the following headings: • A Child-Centred Approach

- Good practice;
- Knowledge of inappropriate behaviour and physical contact; • Health and safety;
- Confidentiality;
- Dealing with Disclosure.

All details of practices and procedures under those headings will be found on the following pages.

The Codes of Behaviour and the Procedures arising from them are designed to protect the children and young people, you the staff and the organisation as a whole.

STAFF COMPLIANCE STATEMENT

BrokenCrow's Staff Compliance with Child Protection Policy I have read the BrokenCrow's Child Protection Policy, and have understood and will comply with the procedures, outlined therein.

Signed: _____ Date: _____ **1. A**

Child-Centred Approach

3

BrokenCrow Child Protection Policy

The Principle of Paramountcy applies to all activities.

"...the welfare of the child is of paramount importance."

(Children First: Principles for Best Practice in Child Protection)

In order to ensure the respect the organisation demands towards children and young people staff should:

- Treat all children and young people equally;
- Listen to and respect children and young people;
- Involve children and young people in decision-making, as appropriate;
- Provide encouragement, support and praise (regardless of ability);
- Use appropriate language (physical and verbal);
- Have fun and encourage a positive atmosphere;
- Offer constructive criticism when needed;
- Treat all children and young people as individuals;
- Respect a child's or young person's personal space;
- Discuss boundaries on behaviour and related sanctions, as appropriate

- with children and young people and their primary carers;
- Encourage feedback from group;
- Use age-appropriate teaching aids and materials;
- Lead by example;
- Be cognisant of a child's or young person's limitations, due to a medical condition for example;
- Create an atmosphere of trust;
- Respect differences of ability, culture, religion, race and sexual orientation.

2. Good Practice

In order that the practice of the company reflects the above child-centred approach staff engaging with children and young people should:

- Get contact details of all primary carers in case of emergency;
- Make primary carers, children/young people, visitors and facilitators aware of the Child Protection Policy and procedures;

- Have emergency procedures in place and make all staff aware of these procedures;
- Be inclusive of children and young people with special needs;
- Plan and be sufficiently prepared, both mentally and physically;
- Report any concerns to the Designated Person (Deirdre Dwyer) and follow reporting procedures;
- Encourage children and young people to report any bullying, concerns or worries and to be aware of anti-bullying policy.
- Observe appropriate dress and behaviour;
- Report and record any incidents and accidents;
- Where possible, keep primary carers informed of any issues that

4

BrokenCrow Child Protection Policy

- concern their children;
- Ensure proper supervision based on adequate ratios according to age, abilities and activities involved; The minimum ratio of Adults to young people will be no less than 2:15
- Encourage an open environment with children; i.e. no secrets;
- Don't be passive in relation to concerns; i.e., don't 'do nothing';
- Avoid taking a session on your own. All situations where a worker and an individual child are completely unobserved should be avoided;
- Maintain awareness around language and comments made. If you think that something you said may have caused offence or upset, then try to address it in a sensitive manner.

3. Innapropriate Behaviour

Staff should observe the following rules:

- Don't use or allow offensive or sexually suggestive physical and/or verbal language(unless, of course, it is required by the performance);
- Don't single out a particular child/young person for favouritism, criticism, ridicule, or unwelcome focus or attention;
- Don't allow/engage in inappropriate touching of any form;
- Don't hit or physically chastise children/young people;
- Don't socialise inappropriately with children/young people, e.g., outside of structured organisational activities.

With regard to Physical contact Staff should:

- Seek the consent of the child/young person in relation to physical contact (except in an emergency or a dangerous situation);
- Avoid horseplay or inappropriate touch
- Check with children/young people about their level of comfort when doing touch exercises.
- Be aware of each person's personal boundaries
-

Touching should:

- Be in response to the need of the child and not of the adult;
- Be with the child's permission – resistance from the child should be respected;
- Avoid breasts, buttocks and groin;
- Be open and not secretive;
- Be governed by the age and development of the child.

4. Health and safety

Staff should:

- Never leave children unattended or unsupervised;

5

BrokenCrow Child Protection Policy

- Manage any dangerous materials or equipment;
- Provide a safe environment;
- Be aware of accident procedures and follow them accordingly;
- Refer to and observe the Health and Safety Statement.

5. Confidentiality statement

We in BrokenCrow Theatre Company are committed to ensuring

peoples' rights to confidentiality. However, in relation to child protection and welfare we undertake the following:

- Information will only be forwarded on a 'need to know' basis in order to safeguard the child/young person;
- We note that giving such information to others for the protection of a child or young person is not a breach of confidentiality;
- We cannot guarantee total confidentiality where the best interests of the child or young person are at risk;
- We acknowledge that primary carers, children and young people have a right to know if personal information is being shared and/or a report is being made to the Health Service Executive, unless doing so could put the child/young person at further risk;
- Images of a child/young person will not be used for any reason without the consent of the parent/carer (however, we cannot guarantee that cameras/videos will not be used at public performances);

6. Grounds for Concern and Recording Procedures

The following instances show what would constitute reasonable grounds for concern:

- 1) Specific indication from the child or young person that s/he has been abused;
- 2) An account by the person who saw the child being abused; 3) evidence, such as injury or behaviour which is consistent with abuse and unlikely to be caused another way;
- 4) an injury or behaviour which is consistent both with abuse and with an innocent explanation but where there are corroborative indicators supporting the concern that it may be a case of abuse [an example would be a pattern of injuries, an implausible explanation, other indications of abuse, dysfunctional behaviour];
- 5) consistent indication, over a period of time, that a child is suffering from emotional or physical neglect.

Recording procedures for staff members

Any observation of a child with potential difficulties should:

- Be recorded in the Incident Book;

6

BrokenCrow Child Protection Policy

- Be reported to the Designated Person.

Members of staff should record the following:

- Suspicions;
- Concerns;
- Worrying observations;
- Behavioural changes;

Internal Reporting Procedures

Reporting Procedures

- Record all details including the date, time and people involved in the concern or disclosure and any facts – these will be recorded in an incident book. Information recorded should be factual and any opinions should be supported by facts. Actions and outcomes will also be noted.
- The Designated Person or, if unavailable his/her deputy, must be informed. The designated person (or deputy if s/he is unavailable) will discuss the concern with primary carers. Parents, carers or responsible adults will be made aware of a report to the Child And Family Agency unless it is likely to put the child/young person at further risk.
- The Designated Person may contact the Child and Family Agency Duty Social Work Department for an informal consultation prior to making a report.
- Information will be shared on a strictly “need to know” basis. • If there are reasonable grounds for concern as outlined above, the designated person will contact the duty social worker in the Child And Family Agency using the Child And Family Agency’s standard reporting form. Reports to the duty social worker can be made verbally initially and then followed by the standard reporting form. Reports will be made to the Child and Family Agency without delay.
- If the Designated Person or Deputy Designated Person is not available, contact the local Duty Social Worker of the Child And Family Agency directly.
- In case of emergencies outside of Child and Family Agency Social Work department hours, we will contact the Gardaí. In situations that threaten the immediate safety of a child/young person, it may be necessary to contact the Gardaí.
- Any person can make a report in their own right as is outlined and protection is offered by the Protection for Persons Reporting Child Abuse Act (1998)]

Deirdre Dwyer, has been appointed the **designated person** to contact if you have an issue or concern about any aspect of a child’s or young person’s safety and welfare. It is the responsibility of this person to support and advise BrokenCrow staff about policy and procedures in relation to child protection and to ensure that procedures are followed. It is also the responsibility of the Designated Person to liaise with the Child and Family Agency or Gardaí where appropriate.

7

BrokenCrow Child Protection Policy

Deirdre Dwyer, can be contacted by email at deirdredwyer@gmail.com or by phone on 085 7195426

7. Handling a disclosure of abuse

Should a young person in your group disclose to you abuse/abuses perpetrated against him/her:

Do listen openly without comment. **Do not** interview.

Do not inquire in detail about the alleged incident or incidents with the young person. This should only be done by a trained health professional. This protects the young person concerned and also protects the leader in the event of a criminal case being pursued. **Remember that you have only one piece of the jigsaw: leave it to the professionals to see the whole.** **Do not** ask leading or invasive questions. **Do stay calm.** This may be difficult but it is important not to show an extreme reaction to what you are hearing.

Do avoid making personal assumptions and **do not** make any judgemental statements against the alleged perpetrator.

Do not ask the young person to repeat unnecessarily what s/he has told you.

Do take what the young person says seriously. **Do** acknowledge the risk taken by the young person in telling you. **Do** reassure the young person that it is OK to tell you.

BUT Do not make promises you cannot keep around the area of confidentiality. You have to report the incident.

Do inform the young person of what your next step will be, that you have to report this information to your designated child protection person. **Under NO circumstances** be tempted to investigate yourself; that responsibility lies with the HSO and the Gardaí.

Do write a detailed account as soon as possible and keep a record of all your own actions.

Do follow the procedure laid down by Graffiti and report immediately to the Designated Person, or , if she isn't available , to the Deputy Designated Person.

A disclosure by a youth member over 18 years old must be handled with the same sensitivity as that of a younger person, although the same legal requirements are not absolutely laid down. With the consent of the person you must follow the same procedures as above. Remember that the alleged perpetrator may still be in a position to offend. Based on 'Common Sense is Not So Common' Guidelines for Youth Theatre Leaders (NAYD)

THE ONE THING YOU MUST NOT DO IS NOTHING

FOR YOUR INFORMATION:

Under 'The Protection of Persons Reporting Child Abuse Act' there is a provision of immunity to any person who 'reasonably and in good faith' reports

child abuse. It is an offence to report 'knowing that statement to be false'.

PROCEDURES TO BE FOLLOWED IF AN INCIDENT OR A DISCLOSURE OCCURS:

WE WILL:

Remember that we are committed at all times to the primacy of the safety of the child/young person.

Ensure that the young person is safe, comfortable and exposed to no unnecessary risk.

Undertake that the young person is dealt with in an age-appropriate manner.

In the case of an emergency phone the Gardaí and the HSE contact. In case of suspicion of abuse immediately inform the Designated Person or Deputy Designated Person, being clear that it is NOT our function to investigate.

The Company is committed to:

Providing appropriate training for staff and volunteers; Updating and reviewing policies and procedures regularly;

Ensuring clear communication between the actors/workshop facilitators and the schools/organizations with which we work;

Having guidelines and specific work practices for each area of the company's work;

Standard Reporting Procedures

Responsibility to report child abuse or neglect:

Everyone must be alert to the possibility that children with whom they are in contact may be suffering from abuse or neglect. This responsibility is particularly relevant for professionals such as teachers, child care workers, health professionals and those working with adults with serious parenting difficulties. It is also an important responsibility for staff and people involved in sports clubs, community activities, youth clubs, religious/faith sector and other organisations catering for children.

The Child and Family Agency should always be informed when a person has **reasonable grounds for concern** that a child may have been, is being or is at risk of being abused or neglected. Child protection concerns should be supported by evidence that indicates the possibility of abuse or neglect. A concern about a potential risk to children posed by a specific person, even if the children are unidentifiable, should also be communicated to the Child and Family Agency.

The guiding principles in regard to reporting child abuse or neglect may be summarised as follows:

- the safety and well-being of the child must take priority;
- reports should be made without delay to the Child and Family Agency.

Any reasonable concern or suspicion of abuse or neglect must elicit a response. Ignoring the signals or failing to intervene may result in ongoing or further harm to the child.

Section 176 of the **Criminal Justice Act 2006** introduced the criminal charge of reckless endangerment of children. It states: A person, having authority or

child by –

causing or permitting any child to be placed or left in a situation which creates a substantial risk to the child of being a victim of serious harm or sexual abuse, or failing to take reasonable steps to protect a child from such a risk while knowing that the child is in such a situation is guilty of an offence.”

The penalty for a person found guilty of this offence is a fine (no upper limit) and/or imprisonment for a term not exceeding 10 years.

The Child and Family Agency has a statutory obligation to identify children who are not receiving adequate care and protection, to provide family support services and, where necessary, to take children into the care of the Child and Family Agency. People who report concerns need to be assured that their information will be carefully considered with any other information available, and a child protection assessment will only proceed where sufficient risk is identified.

Any professional who suspects child abuse or neglect should inform the parents/carers if a report is to be submitted to the Child and Family Agency or to An Garda Síochána, unless doing so is likely to endanger the child.

The Child and Family Agency will respect the wishes of non-professionals reporting concerns in good faith who ask to remain anonymous in as much as possible, but cannot give a guarantee that the information would not be sought and given within judicial proceedings. (The Data Protection Acts offer protection under privacy, but should the information be sought directly within legal proceedings, there is no guarantee.)

Cork Child Protection Social Work Services: North Lee Child Protection Services, North Lee Social Work Dept., Blackpool (adjacent to Shopping Centre), Cork Tel: (021) 4927000

Out of hours service is provided to cover bank holiday weekends, Christmas and Easter. The service is accessed only by Gardai and is concerned with emergency cases where children may need to be taken into care. **South Lee Child Protection Services**, South Lee Social Work Dept., St. Finbarr's Hospital, Douglas Road, Cork. Tel: (021) 4923001 In-office hours - all referrals are assessed by the duty social worker for immediate action and / or further referral. Any query or concern in relation to children out of hours should be reported immediately to An Garda Síochána

Gardaí Contact Details: Watercourse Road Garda Station Tel: 021-4558260

Remember that we are committed at all times to the primacy of the safety of the child/young person.

Ensure that the young person is safe, comfortable and exposed to no unnecessary risk.

Undertake that the young person is dealt with in an age-appropriate manner. In the case of an emergency phone the Gardaí and the HSE contact. In case of suspicion of abuse immediately inform the Designated Person or Deputy Designated Person, being clear that it is NOT our function to

investigate.

Handling an allegation against a staff member/ volunteer/ young person

Dealing with an allegation against staff

Two separate procedures must be followed: 1. In respect of the child/young person Deirdre Dwyer will deal with issues related to the child/young person. 2. In respect of the person against whom the allegation is made the Ronan FitzGibbon will deal with issues related to the staff member. · Our first priority is to ensure that no child or young person is exposed to unnecessary risk;

- If allegations are made against the designated person, then the deputy designated Person should be contacted;
- Primary carers and the child/young person will be informed of actions planned and taken. The child/young person will be dealt with in an age appropriate manner;
- The staff member will be informed as soon as possible of the nature of the allegations and be given the opportunity to respond;
- The chairperson/head of the board will be informed as soon as possible; ·

Any action following an allegation of abuse against an employee should be taken in consultation with Child and Family Agency and Gardai; · After consultation, the head of organisation should advise the person accused and agreed procedures will be followed.

Child-Safety Staff Notice

Deirdre Dwyer has been designated as the person to contact if you have an issue or concern about any aspect of a child's or young person's safety or welfare. It is the responsibility of this person to support and advise staff about policy and procedures in relation to child protection and to ensure that procedures are followed. It is also the responsibility of the Designated Person to liaise with the Health Service Executive or Gardaí where appropriate.

Deirdre Dwyer can be contacted at 085 719 5426

George Hanover has been designated as deputy to Deirdre Dwyer and can be contacted on 087 606 3849

In an emergency contact HSE South at 021-4529028 Or Gardaí at Angelsea Street 021 – 4544000

Further contacts are in the Child-Safety Guidelines and Procedures Handbook in the main office.

DESIGNATED PERSON INFORMATION

Designated Persons

Deirdre Dwyer has been designated as the person to contact if you have an issue or concern about any aspect of a child's or young person's safety and welfare. It is the responsibility of this person to support and advise staff about policy and procedures in relation to child protection and to ensure that procedures are followed. It is also the responsibility of the Designated Person to liaise with the Health Service Executive or Gardaí where appropriate.

Designated Person Guidelines.

The person should:

- hold Senior position
- Have Knowledge of organisation
- Have Good listening / feedback skills
- Familiar with the topic of abuse

- Accessible

The Role is to:

- Provide information and advice
- Receive and consider child protection concerns
- Consult with the Health Service Executive
- Make a formal referral
- Maintain confidential records
- Inform parents / carers

The Organisation's Key Contacts for the Designated and Deputy Designated Persons

- Duty Social Worker, South Lee: 021 – 4923001
- Duty Social Worker, North Lee: 021 – 4927000
- Duty Social Worker, Georges Quay: 021 – 4965511
- Duty Social Worker, North Cork: 022 – 21484
- Duty Social Worker, West Cork: 028 – 40447
- Gardai, Angelsea Street: 021 – 452 2000
- Sexual Assault Treatment Unit: 021 – 4926297
- HSE South 021 – 4928703
- Children First Information and Advice Officers: 021 – 4529010

margareta.fitzgerald1@hse.ie

sheelagh.broderick@hse.ie

maureen.crowley@hse.ie

Information notes for Designated Personnel

- The HSE is available to do a one hour briefing for staff of organisations which have a policy in place.
- When developing the Policy imagine someone reading it for the first time and ensure that they have instant access to the procedures.
- If a report is made to you, you can contact the relevant person in the

13

BrokenCrow Child Protection Policy

young person's area, describe what you have been told and ask them for advice. Ask early and avoid anxiety for both yourself and the staff member concerned. The hours are 9 – 5 and in an emergency they will come out to you. (See contact sheet)

- Your role is to be the cool head!
- Parents/carers should be informed about the reporting but not if it is felt that to do so would further endanger the young person.
- The manner of contacting the parents is crucial. Remember the whole thing is about making things better, not demonising. Parents have a right to know about their children. The Designated Person will contact any parent or carer by phone in the case of any report filed with her by a member of staff.
- The recruitment policy should be in the info pack for all new members of staff.
- It is a good idea to ask for confirmation of identity as well as references when employing new staff.
- Remember that the Guidelines are quite generic but procedures are

specific and it's having those procedures in place which protects the individuals and the company.

- If there is an accusation against the Designated Person the Deputy Designated Person and the Chairperson of the organisation will follow the procedures laid down in this document.

STAFF MANAGEMENT POLICIES AND PROCEDURES

Staff Management Policy Statement

To protect both staff (paid and voluntary) and children/young people, we undertake that

New staff will:

- Take part in a mandatory induction training session;
- Be made aware of the organisation's code of conduct, child protection procedures, and the identity and role of who has been designated to deal with issues of concern;
- Undergo a probationary or trial period.

All staff will:

- Receive an adequate level of supervision and review of their work practices;
- Be expected to have read and signed the Child Protection Policy Statement;
- Be provided with child protection training.

As a company we undertake to:

- Where appropriate, advise primary carers of our child protection policy;
- Where appropriate inform primary carers and schools of all activities and potential activities;
- Issue contact/consent forms where relevant;
- Comply with health and safety practices;
- Operate child-centred policies in accordance with best practice;
- Adhere to our recruitment guidelines;
- Ensure as far as possible that the activities are age-appropriate;
- Encourage and facilitate the involvement of parent(s), carer(s) or responsible adult(s), where appropriate.

If we have concerns about the welfare of the child/young person, we will:

- Respond to the needs of the child or young person;
- Inform the primary carers on an on-going basis unless this action puts the child or young person at further risk;
- Where there are child protection and welfare concerns we are obliged to pass these on to the Duty Social Worker and, in an emergency, the Gardaí;
- In the event of a complaint against a member of staff, we will immediately ensure the safety of the child/young person and inform primary carers as appropriate.

As a child-centred organisation, we are committed to putting the interest of the child/young person first. To that end we will:

- Contact local Health Service Executive and Gardaí where there is a child protection welfare concern;
- Encourage primary carers to work in partnership with us under the

15

BrokenCrow Child Protection Policy

guidelines set out by our organisation to ensure the safety of their children;

- Have a designated contact person available for consultation with primary carers in the case of any concern over a child or young person's welfare.

Policy Statement on the involvement of Primary Carers

BrokenCrow Theatre Company is committed to being open with all primary carers.

We undertake to:

- Advise primary carers of our child protection policy;
- Inform primary carers and schools of all activities and potential activities involving the young people;
- Issue consent forms where relevant;
- Comply with health and safety practices;
- Operate child centred policies in accordance with best practice in the field;
- Ensure, as far as possible, that our activities are age-appropriate;
- Encourage and facilitate the involvement of parents, carers or responsible adults where appropriate.

If we have concerns about the welfare of a child/young person we

- will:**
- Respond to the needs of the child or young person;
 - Inform the primary carers on an on-going basis unless the action puts the child or young person at further risk;
 - Be conscious of our legal obligation where there are child protection and welfare concerns to pass those on to the Duty Social Worker and, in an emergency, the Gardaí;
 - Immediately ensure the safety of the child in the event of a complaint against a member of staff and inform primary carers as appropriate.

As a child-centred organisation we are committed to putting the interest of the child/young person first.

To that end we will:

- Contact local HSE and Gardaí where there is a child protection welfare concern;
- Encourage primary carers to work in partnership with us under the guidelines set out by our organisation to ensure the safety of their children;
- Have a designated contact person available for consultation with primary carers in the case of any concern over a child or young person's welfare.

RISK AND HEALTH AND SAFETY

Accidents procedure

BrokenCrow Theatre Company will ensure that:

- They have a first aid box with them at all times and that they are regularly re-stocked;

- The location of the first-aid box(es) is made known to staff.
- The touring company has a First Aid box in the van.
- The location of accident/incident books is made known to staff. •
- The incident book is kept in the First Aid box and is clearly visible. •
- Children and young people are advised of risks of any dangerous material and that care is taken to minimise that risk;
- Details of any risky equipment used are recorded and steps are taken to minimise risk;
- Cognisance is taken of responsibility for first-aid on off-site trips.

General Code of Behaviour for the Touring Company

Members of the Company should at all times deal with other employees and members of the public in a courteous manner, and should at all times act in a

manner consistent with the professional approach of BrokenCrowTheatre Company. In particular, members of the Company should observe the following guidelines:

- * refrain from using expletives other than while 'in character'; *
- discipline problems experienced by the actor/teachers during the performance or workshop should be referred to the Company Manager. Problems are not to be resolved by shouting at students;
- * teachers & students should be dealt with in a courteous manner at all times;
- * the Company must leave facilities as they were found; *
- * responses experienced in one school should not be discussed in another;
- * members of the touring company are not to smoke in the vicinity of the school/theatre or in the touring van;
- * members of the touring company should use discretion when changing before and after performance;
- * the company will behave in a professional manner while on the school/theatre premises/staff room/Green Room
- * should members of the touring company feel uncomfortable while travelling (due to speed, road rage, illness, weather conditions, fatigue) the driver must make note of their comments and respond appropriately and positively;
- * all members of the touring company are to carry out their duties and responsibilities as laid down by the company and to respect the duties and responsibilities of others.
- * all members of the touring company are required to observe the Child Safety Guidelines and Health and Safety regulations laid down by BrokenCrow Theatre Company.

All members of the Touring Company are reminded that while carrying out their duties as referred to above, **they are required to work within the law as well as in accordance with the rules and regulations of BrokenCrow Theatre Company.**

Contacts and Information Phone Contacts: Child Safety Personnel Designated Person: Deirdre Dwyer 085 719 5426
Deputy Designated Person: George Hanover 087 606 3849

Gardaí: 021 - 4544000
Emergency Services: 999 or 112

In the event of complaints or comments:

- Complaints or comments will be responded to within two weeks.
- Ronan FitzGibbon has responsibility for directing complaints/comments to the appropriate person;
- Verbal complaints will be logged and responded to.

In the event of a grievance expressed by a child or young person to a member of staff:

- The receiver of the complaint must bring that grievance or complaint to his/her line manager or to the General Manager or CEO;
- The complainant will be informed that the issues will be investigated and that they will receive a response within three weeks. The issues/incidents will be investigated by senior staff.

In the event of a grievance expressed by a primary carer to a member of staff:

- The receiver of the complaint must bring that information to the line manager or to the General Manager or to the CEO;
- The complainant will be informed that the issues will be investigated and that they will receive a response within three weeks. The issues/incidents will be investigated by senior staff.