



Complaints Policy and Procedures

Introduction

Horsham Child Contact Centre (HCCC) aims to: “Promote safe child contact within a national framework of child contact centres and services” in accordance with NACCC (the National Association of Child Contact Centres) guidelines.

Accountability

Copies of this policy will be given to all of HCCC’s trustees, management committee, staff and volunteers who will be required to retain the first copy, initial and return the second copy. Our policies will also be made available to all referrers and families using our centre.

Basic Principles Horsham Child Contact Centre:

1. Believes that children and young people need safe environments in which they can grow and develop in confidence.
2. Recognises that organisations working with and supporting children and young people have a duty to keep them safe.
3. Places Safeguarding children and young people and Child Protection at the centre of its activities.
4. Is committed to and working towards the objectives contained within Every Child Matters / Rights to Action / Families Matter and defined in the “Working Together to Safeguard Children: a guide to inter agency working to safeguard and promote the welfare of Children” (HM Government 2010).
5. Believes that children and young people should not be exposed to negligence or avoidable risks.
6. Recognises that Safeguarding and Child Protection are emotive issues that need to be handled both sensitively and carefully.
7. Is committed to creating and implementing policies and procedures that will ensure where risks need to be taken regarding children and young people they are both calculated and carefully managed.
 - Recognises the difference between Child Protection and Safeguarding namely:
 - Child Protection involves recognising signs and symptoms of physical, sexual or emotional abuse or neglect and acting upon them.
8. Safeguarding involves keeping children and young people safe from a much wider range of potential harm and looks at preventative action and not just reaction.
9. Is committed to ensuring that all its trustees and volunteers know about and operate in accordance with the following procedures when a Safeguarding or Child Protection issue arises, namely:
Recognise, Respond, Report, Record, Refer.

Intentions

Managing Safeguarding and Child Protection within HCCC.

1. HCCC will have one named person who will be responsible for ensuring that the Policy and its processes are implemented and adhered to. This person is the Social Work Manager: Rachel Larkin
2. HCCC will also have one trustee who will have specific responsibilities for all matters referring to Safeguarding and Child Protection who is the child protection officer of Kingdom Faith Church.

Recruitment

When recruiting HCCC committee members and volunteers, having direct or indirect contact with children, HCCC will adhere to a thorough and standardised procedure that will include:

1. An Enhanced Disclosure through the Disclosure and Barring Service when first joining the organisation and every three years thereafter.
2. Completing an application form followed by an interview.
3. Volunteers being asked to provide a minimum of two character references (excluding family members and those that have known the applicant personally for less than two years)
4. Reading, understanding, accepting and complying with HCCC's Policy for Safeguarding and Child Protection as part of the terms and conditions of their appointment as a trustee or volunteer.
5. This procedure must be followed before any volunteer appointments are confirmed and after a probationary period of 6 months the appointment will be reviewed and if successful confirmed by a letter of acceptance from the management committee.
6. HCCC will follow the NACCC induction process which will include Safeguarding and Child Protection training for all volunteers, and trustees and records of all training will be kept for re-accreditation purposes.
7. Modifying its own recruitment procedures to take account of directives issued by the ISA (Independent Safeguarding Authority).

Support and Supervision

1. All volunteers with direct access to information about or relating to children will be given on-going supervision and safeguarding and Child Protection Training.
2. The Social Work Manager/ Service Manager will attend all necessary training provided by NACCC.
3. HCCC will operate in accordance with NACCC's, LSCB's policies and procedures.

Sharing Information

HCCC volunteers will follow a procedure that ensures that every safeguarding issue be brought to the attention of the Safeguarding Officer of Kingdom Faith Church, is logged correctly and followed up on to ensure that information is shared correctly with the relevant agencies.

Providing Advice and Support

HCCC will ensure that Safeguarding is a rolling agenda item in all staff supervision. Failing to follow or non-compliance with recognised procedures and good practice in relation to Safeguarding and Child Protection by HCCC's volunteers will generate support, information and training.

In more serious cases involving HCCC's staff, the organisations disciplinary proceedings will be activated by the Chair of the Management Committee.

In even more serious cases involving HCCC's Management Committee or volunteers the people involved could be removed from the Management Committee or from their role as a volunteer, by the Kingdom Faith trustees.

Distribution

HCCC's Policy for Safeguarding and Child Protection policy will be included in:

- HCCC Staff Handbook, Guidance Notes for referrers and be made available to the families using our Centre and other organisations upon request as well as on our website.

Review

HCCC's Policy for Safeguarding and Child Protection review will take place annually. Additional changes to take account of new legislation and practice directions will also be made as and when required.

Statement of Commitment to HCCC's Safeguarding and Child Protection Policy

This form must be completed by all of HCCC's Management Committee and volunteers

----- (insert name)

I have read and understood the standards and guidelines outlined in NACCC's Safeguarding and Child Protection Policy. I agree with the principles contained therein and accept the importance of implementing them in my capacity as a Management Committee member or volunteer of HCCC

----- Print Name

----- Signature

----- Job Title/Role

----- Date