



Complaints Procedure

Stage 1

We are keen to resolve complaints as thoroughly as possible, and in the case of a complaint regarding our conduct, we are contactable both in writing and in person. If you would like to raise an issue informally, we can deal with these in person either before or after a session (please notify us in advance), by emailing sticksropes@gmail.com or calling Will Russ on 07415950189

Stage 2

If your complaint hasn't been resolved by stage 1, or you have a safeguarding concern and suspect neglectful practice, we advise parents or carers to approach Sheffield Children's Safeguarding Partnership (SCSP) at www.safeguardingsheffieldchildren.org. This includes cases where you suspect a child has been exposed to unnecessary risk, or you suspect we have not upheld our duty of care for yours or someone else's child. On our end, we will keep a paper trail of any complaint you raise formally, seek to answer emails promptly and assist with an investigative process involving third parties as efficiently as possible.

When we are resolving a formal complaint, Will Russ will act as your designated safeguarding lead (DSL), and will be contactable either at 07415950189, or at sticksropes@gmail.com (please put 'FAO : DSL' in the subject heading).