



SAFEGUARDING CHILDREN, YOUNG PEOPLE & VULNERABLE ADULTS

**GUIDANCE FOR WORKERS, VOLUNTEERS, MANAGERS AND TRUSTEES
OF PHOENIX BEREAVEMENT SUPPORT SERVICES
WORKING WITH CHILDREN, YOUNG PEOPLE AND FAMILIES**

Phoenix Bereavement Support Services recognises and fully endorses the United Nations Convention on the Rights of the Child. Our policies recognise the obligations and duty of care on organisations working with children and young people as identified in the Children Act 1989 and the Children Act 2004. Our policies are also designed to be in accordance with the Children and Social Work Act 2017, the Safeguarding Vulnerable Groups Act 2006, the Protection of Freedoms Act 2012, the Children & Families Act 2014, the Adoption and Children Act 2002, the Female Genital Mutilation Act 2003, the Children and Young Persons Act 2008, and any other relevant Acts. These acts define children and young people as anyone up to the age of 18 years. We recognise that similar responsibilities cover our work with young people with learning disabilities until they are 25 years of age.

The Department for Education publishes and updates key statutory guidance for anyone working with children in England. If there are any doubts, conflicts or inconsistencies within Phoenix policies then this guidance will always take precedence.

Refer to:

https://assets.publishing.service.gov.uk/media/669e7501ab418ab055592a7b/Working_together_to_safeguard_children_2023.pdf

The Department for Education statutory guidance states that:

‘Effective safeguarding systems are those where:

- the child’s needs are paramount, and the needs and wishes of each child, be they a baby or infant, or an older child, should be put first, so that every child receives the support they need before a problem escalates;
- all professionals who come into contact with children and families are alert to their needs and any risks of harm that individual abusers, or potential abusers, may pose to children;
- all professionals share appropriate information in a timely way and can discuss any concerns about an individual child with colleagues and local authority children’s social care;
- high quality professionals are able to use their expert judgement to put the child’s needs at the heart of the safeguarding system so that the right solution can be found for each individual child;
- all professionals contribute to whatever actions are needed to safeguard and promote a child’s welfare and take part in regularly reviewing the outcomes for the child against specific plans and outcomes;

- LSCBs coordinate the work to safeguard children locally and monitor and challenge the effectiveness of local arrangements;
- when things go wrong Serious Case Reviews (SSCRs) are published and transparent about any mistakes which were made so that lessons can be learnt; and
- local areas innovate and changes are informed by evidence and examination of the data.

Ultimately, effective safeguarding of children can only be achieved by putting children at the centre of the system, and by every individual and agency playing their full part, working together to meet the needs of our most vulnerable children.'

Phoenix Bereavement Support policies apply to all staff, volunteers and trustees. Safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part; and Phoenix Bereavement operates a child - centred approach: for services to be effective they should be based on a clear understanding of the needs and views of children.

These policies and guidance are designed to encourage the development of good practice so as to prevent the physical, emotional or sexual abuse and neglect of children and young people while they are in the care of Phoenix Bereavement Support Services. They apply to all the children and young people with whom we work, regardless of their gender, sexual orientation, disability, ethnic background or nationality. They stress the responsibility of all to be alert to the signs of abuse and provide a prompt and effective reporting procedure should abuse be suspected, disclosed or discovered, regardless of the setting in which the abuse has taken place.

Staff, volunteers and trustees will at all times show respect and understanding for the rights, safety and welfare of our service users and conduct themselves in a way that reflects the principles of our organisation. We will do this by ensuring the safety of children and young people by raising awareness of safeguarding and child protection issues, to prevent instances occurring, to adopt safe recruitment and selection practices and to provide training for staff and volunteers.

The policies are also intended to protect those who work with children and young people from behaving in ways which may be well-intentioned but inadvisable, and from unfounded accusations. It also enables Phoenix Bereavement Support Services to fulfil its duty of care. Our trustees will appoint, from within its membership, a Champion for Safeguarding. The person currently responsible for this role is the Chair who will report to the Trustees, at the AGM, on any safeguarding or child protection issues which have arisen over the previous twelve months. We will reflect on and review any cases, our policies and procedures on an annual basis and agree them at the AGM. We will adopt a culture of learning and improvement.

As stated in the Guidance, 'Any professionals with concerns about a child's welfare should make a referral to local authority children's social care. Professionals should follow up their concerns if they are not satisfied with the local authority children's social care response. All relevant information must be shared in accordance with legal requirements. Phoenix Bereavement is committed to working effectively with the LSCB (Local Safeguarding Children Board). Paid and volunteer staff need to be aware of their responsibilities for safeguarding and promoting the welfare of children, how they should respond to child protection concerns and make a referral to local authority children's social care or the police if necessary.'

Phoenix Bereavement Support Services recognises that the welfare of children and young people is paramount and that we have a duty of care when they are in our charge. We will do everything we can to provide a safe and caring environment whilst they attend our activities.

We will

- Treat all children and young people with respect
- Be watchful for children or young people who are experiencing harm or neglect
- Respond to concerns and allegations appropriately
- Adopt good practice with regard to safeguarding children and young people, and ensure adherence to our policies and procedures
- Ensure that safe recruitment and selection practices are followed
- Ensure workers, volunteers and trustees are trained in accordance with their roles
- Ensure that if any adult in Phoenix Bereavement Support Services, staff, volunteer or trustee, has concerns about the welfare of any child or young person he/she will share those concerns with the Designated Person for Child Protection & Safeguarding
- Work in partnership with children, young people, parents/carers and other agencies

The Designated Person for Child Protection & Safeguarding is responsible for

- Dealing with allegations against staff, volunteers or trustees
- Monitoring and recording concerns
- Making necessary referrals to Children's Services without delay
- Liaising with other agencies.

Confidentiality

In cases of disclosure of abuse, whether by children, young people, parents/carers or other adults, confidentiality cannot be promised. We are obliged to share the information with the Designated Person for Child Protection who may have to refer our concerns to Children's Services or the police.

Refer to Child Protection Policy

Phoenix Bereavement Support Services recognises that the welfare of vulnerable adults is paramount and that we have a duty of care when they are in our charge. We will do everything we can to provide a safe and caring environment whilst they attend our activities.

Vulnerable adults include those with mental health problems, physical or sensory disability, learning disability, chronic illness or age-related frailty and for Phoenix Bereavement Services may include young people with learning disabilities up to the age of 25 and any parent/carer.

We will

- Treat all vulnerable adults with respect
- Be watchful for vulnerable adults who are experiencing harm or neglect
- Respond to concerns and allegations appropriately
- Adopt good practice with regard to safeguarding vulnerable adults, and ensure adherence to our policies and procedures
- Ensure that safe recruitment and selection practices are followed
- Ensure workers, volunteers and trustees are trained in accordance with their roles
- Ensure that if any adult in Phoenix Bereavement Support Services, staff, volunteer or trustee, has concerns about the welfare of any vulnerable adult he/she will share those concerns with the Designated Person for Child Protection & Safeguarding
- Work in partnership with children, young people, vulnerable adults, parents/carers and other agencies

The Designated Person for Child Protection & Safeguarding is responsible for

- Dealing with allegations against staff, volunteers or trustees
- Monitoring and recording concerns
- Making necessary referrals to the Safeguarding Adults Team without delay
- Liaising with other agencies.

Confidentiality

In cases of disclosure of abuse, whether by children, young people, parents/carers or other adults, confidentiality cannot be promised. We are obliged to share the information with the Designated Person for Child Protection & Safeguarding who may have to refer our concerns to the Safeguarding Adults Team or the police.

Phoenix Bereavement Support Services respects the rights of children, young people, vulnerable adults and parent/carers with regards to privacy and confidentiality. Where personal information is provided this will be kept securely in accordance with our Data Protection Policy.

In addition, children, young people and vulnerable adults build trusting relationships with adults working with them and share personal and family information. This information will only be recorded if, in exceptional cases, it may have an impact on the child, young person or vulnerable adults or their contact details.

We are registered with the Information Commissioner's Office and have a named Data Protection Officer.

Staff Team

Details of any information will be shared among the staff team only if it is considered to be relevant, for example medical issues in relation to an activity or the taking of medicines.

External Agencies

In most circumstances, and taking into account their understanding, we will not share personal information without first talking to the child, young person or vulnerable adult. This may include the parent or carer. We will encourage children and young people to share information or discuss issues with parents or carers or appropriate outside agencies that may help them. If a child, young person or vulnerable adult is at risk of harm or in need of protection or if a parent or carer is at risk of harm or if an offence may be committed we have a responsibility to try to prevent this happening. In these circumstances we would pass on any relevant information to Children's Services, Safeguarding Adults Team or the Police.

Gossip

We will not gossip about any child, young person, vulnerable adult or their family with other children or young people, with other adults involved with Phoenix Bereavement Support Services or with any outsiders.

Refer to Conduct Policy

Phoenix Bereavement Support Services recognises that all staff and volunteers have a duty of care to all service users and that they are responsible for both their own health and safety and that of its users.

Staff, volunteers and trustees should always

- Treat everyone with respect
- Act as a good role model
- Demonstrate understanding and provide opportunities so that children, young people and their carers can talk about issues that are important to them
- Recognise a child, young person or carers' right to privacy
- Respect an individual's faith and cultural traditions
- Risk assess situations to ensure potential dangers have been identified and the risk minimised
- Create an environment in which children, young people, vulnerable adults and parents/carers feel safe, and deal with situations which might make the setting unsafe
- Ensure, whenever possible, that there is more than one adult present during an activity with children, young people or vulnerable adult or that it takes place at least within the sight or hearing of others
- Avoid physical contact where possible. If it is needed, for example in demonstrating a skill or to assist a child or young person with a disability, or wanted by a child or young person who is upset or distressed, use common sense, keep the contact impersonal and short.

Staff and volunteers should never

- Permit or accept abuse or discriminatory behaviour, for example bullying or taunting
- Engage in inappropriate behaviour, conduct or use inappropriate language
- Show favouritism for anyone
- Meet a child, young person or vulnerable adult away from the usual meeting place unless the parent/ carer and/or Phoenix Bereavement Support Services is aware of the arrangement
- Use alcohol or drugs when working or immediately prior to working
- Smoke when working
- Give personal money to anyone
- Transport a child or young person on their own without the permission of the parent/carers and without the knowledge of Phoenix Bereavement Support Services
- Give gifts or rewards

Refer to Conduct Policy

Online Behaviour and code of conduct

Staff, youth ambassadors and volunteers should be always aware of their digital footprints.

Children young people and families may seek out the personal social media accounts of people who are working with them so these should be free of inappropriate or harmful content and not provide any personal information such as personal email addresses or phone numbers.

Staff, youth ambassadors and volunteers are to only use accounts that have been authorised by Phoenix to communicate with children/young people and families and are prohibited to accept friend requests on their personal accounts from children/young people and families they work with.

All staff, youth ambassadors and volunteers will need to turn on privacy settings on accounts that are used to interact with children/young people and families and to use an organisational device for communication with service users.

All communications should be relevant to the work of any project undertaken by Phoenix Bereavement Support Services.

Online working & support

‘Working online’ is used to include all methods of communication using digital and information technology regardless of whether equipment used is a desktop computer, laptop, tablet, smartphone or any other device.

All practitioners should be sufficiently competent in the use of technology in their work to be able to provide reliable and adequate support services to clients and colleagues.

An alternative way for communicating with clients promptly should be available if the primary method of communication fails.

Careful consideration should be given to working with clients likely to be vulnerable and assess suitability for working online. Explicit consent to this work must be provided by parent/carer in the case of children and young people under the age of 16.

It is good practice to discuss with clients how they might be supported outside the sessions, and in particular how additional support may be sought in situations where the client becomes vulnerable or distressed during a session.

Practitioners must be clear about safeguarding procedures and provision should a client require urgent support in an emergency situation.

Security and confidentiality

Absolute security in the digital world does not exist. Careful consideration of the following can limit risks to security and confidentiality:

Taking reasonable steps to ensure adequate levels of security for the type of service being provided. Being vigilant in avoiding threats to security by ensuring use of secure wifi, firewalls, virus protection and ensuring software updates are installed.

Software specific security options such as meeting passwords should be used and communicated only to the client or parent/carer where permission exists.

Good practice safeguards include vigilance to physical intrusion, being overheard for example by someone being nearby or present without the knowledge or consent of the person at the other end of the communication. The practitioner is directly responsible for security at their end of the communication. The practitioner should check client environmental conditions before commencing session.

Refer to Conduct Policy



Equal Opportunities Statement

Phoenix Bereavement Support Services recognises that certain groups and individuals are at risk of being unfairly discriminated against for many reasons, including but not restricted to age, appearance, class, colour, criminal conviction, culture, disability, employment status, ethnicity, nationality, political belief, race, religious belief, sexuality or size. Every aspect of our work is informed and enhanced by equality principles.

Workers, volunteers and trustees are supported in challenging any behaviour or way of doing things which goes against the policy or the spirit of the policy.

Refer to Equality, Dignity & Diversity Policy

Phoenix Bereavement Support Services recognises that each child and young person is an individual with their own skills and abilities.

We recognise that there is diversity in family life, education, faith and culture.

We undertake to embrace and celebrate such differences in ways which make our organisation better for children, young people and families.

We value and encourage the participation and contribution of individuals in accordance with our Equal Opportunities Statement.

Refer to Equality, Dignity & Diversity Policy

The following signs may signal the presence of abuse or neglect.

The child, young person, vulnerable adult

- Shows sudden changes in behaviour
- Has not received help for physical or medical problems brought to parent/carer's attention
- Has learning problems (or difficulty concentrating) that cannot be attributed to specific physical or psychological causes.
- Is always watchful, as though preparing for something bad to happen
- Lacks appropriate supervision
- Is overly compliant, passive or withdrawn
- Attends activities early, stays late, and does not want to go home.

The parent/carer

- Shows little concern for the child, young person, vulnerable adult
- Denies the existence of – or blames the child for – the child's, young person's problems during activities or at home
- Asks staff or volunteers to use harsh discipline if there is misbehaviour
- Sees the child, young person or vulnerable adult as entirely bad, worthless, or burdensome
- Demands a level of performance they cannot achieve.

The parent and the child

- Rarely touch or look at each other
- Consider their relationship entirely negative
- State they do not like each other.

Types of abuse

The following are some signs often associated with particular types of abuse and neglect: physical abuse, neglect or acts of omission, sexual abuse, bullying, psychological or emotional abuse, racial or cultural abuse. It is important to note, however, these types of abuse are commonly found in combination.

Signs of physical abuse

Consider the possibility of physical abuse when the child, young person or vulnerable adult

- Has unexplained burns, bites, bruises, broken bones or black eyes
- Has fading bruises or other marks noticeable after an absence from activities
- Seems frightened of their parents/carers and protests or cries when it is time to go home
- Shrinks at the approach of adults
- Reports injury by a parent or another adult/carer

Consider the possibility of physical abuse when the parent or adult/carer

- Offers conflicting, unconvincing, or no explanation for the injury
- Describes the child, young person or vulnerable adult as “evil” or in some other negative way
- Uses harsh discipline
- Has a history of abuse as a child

Signs of neglect

Consider the possibility of neglect when the child, young person or vulnerable adult

- Begs or steals food or money
- Lacks needed medical or dental care
- Is consistently dirty and has severe body odour
- Lacks sufficient clothing for the weather conditions
- Abuses alcohol or other drugs
- States there is no one at home to provide care

Consider the possibility of neglect when the parent or adult/carer

- Appears to be indifferent
- Seems apathetic or depressed
- Behaves irrationally or in a bizarre manner
- Is abusing alcohol or other drugs

Signs of sexual abuse

Consider the possibility of sexual abuse when the child, young person or vulnerable adult

- Has difficulty walking or sitting
- Reports nightmares or bedwetting
- Experiences a sudden change in appetite
- Demonstrates bizarre, sophisticated or unusual sexual knowledge or behaviour
- Becomes pregnant or contracts a venereal disease, particularly if under age 14
- Runs away
- Reports sexual abuse by a parent or another adult/carer

Consider the possibility of sexual abuse when the parent or adult/carer

- Is unduly protective of the child, young person or vulnerable adult or severely limits their contact with other children, especially of the opposite sex
- Is secretive and isolated
- Is jealous or controlling with family members

Signs of emotional maltreatment

Consider the possibility of emotional maltreatment when the child, young person or vulnerable adult

- Shows extremes in behaviour, such as overly compliant or demanding behaviour, extreme passivity or aggression
- Is either inappropriately adult (parenting other children for example) or inappropriately infantile (frequently rocking or head-banging for example)
- Is delayed in physical or emotional development
- Has attempted suicide
- Reports a lack of attachment to the parent

Consider the possibility of emotional maltreatment when the parent or adult/carer

- Constantly blames, belittles or berates the child, young person or vulnerable adult
- Is unconcerned about the child, young person or vulnerable adult and refuses to consider offers of help for the problems
- Overtly rejects the child, young person or vulnerable adult

Barriers faced by staff and volunteers when reporting and responding

- Personal initial reactions such as shock, disbelief, fear and denial
- Not believing the suspicions or allegations about people known to them
- The fear of getting it wrong
- The fear of the consequences for the child/young person, family or organisation
- Worrying that the situation may become worse
- Not wanting to get involved
- Not having enough awareness of the issues faced by children and young people with disabilities
- Little understanding and awareness of different cultural or faith issues.

Barriers faced by children, young people and vulnerable adults

- The fear they will not be believed
- Being scared of telling us they may have been threatened
- The belief that they will be removed from the family home
- Believing they are to blame
- Feeling embarrassed or guilty
- Believing that it is normal, ie it happens to everyone
- Not wanting to get the abuser into trouble
- Having communication or learning difficulties
- The repercussions on the family or their wider community.

Always remember that abuse thrives on secrecy

Procedure to be followed in the event of a disclosure or suspicion of the abuse of children, young people or vulnerable adults

- Keep calm. Do not be shocked
- Listen to the child, young person or vulnerable adult
- Offer support and understanding, explaining that you cannot keep it secret and what may happen. (This gives them the choice to continue telling you or to stop.)
- Reassure the child, young person or vulnerable adult that they were right to talk to you
- Accept what you hear without passing judgement
- Ask questions only for clarification
- Do not investigate
- Do not make promises
- Write down notes of your conversation – dates, times, facts, who was involved, observations and record actual words used if possible
- Report to the Designated Person for Child Protection & Safeguarding as soon as possible (contact immediately if you believe the matter is urgent)

- Ensure that you have the following information
 - Name(s)
 - Address
 - Date(s) of birth of the child(ren)/young person(people)/vulnerable adult(s)
 - Parent/carer's name and contact details
 - Name of the person against whom the complaint has been made
 - Names of any witness to the incident (if appropriate)
- Keep notes of your conversation with the Designated Person for Child Protection & Safeguarding and any advice offered.
- Use Phoenix Bereavement Support Services Recording form if there is a disclosure or suspicion of abuse.
- Sign and date the notes and keep them in a confidential file
- **Act on the advice given.** This may be for you, or the Designated Person for Child Protection & Safeguarding, to make a referral to Children's Services 01432 261628, Emergency Duty Team 01905 768054, Safeguarding Adults Team 01432 260715 or the Police
- The Designated Person shall take action in accordance with the Herefordshire Safeguarding Children Board Guidance. See here for details:

<https://www.herefordshiresafeguardingboards.org.uk/professional-resources/childrens-policies-guidance>

ALWAYS REMEMBER – IF IN DOUBT, CONSULT

NB: A **notifiable incident** is one involving the care of a child in which either:

- a child has died (including cases of suspected suicide), and abuse or neglect is known or suspected;
- a child has been seriously harmed and abuse or neglect is known or suspected;
- a looked after child has died (including cases where abuse or neglect is not known or suspected); or
- a child in a regulated setting or service has died (including cases where abuse or neglect is not known or suspected).

The guidance states that any incident meeting the criteria for a Serious Case Review will have met the criteria for a notifiable incident. However, it stresses that not all notifiable incidents will proceed through to Serious Case Review.

Seriously harmed includes, but is not limited to, cases where the child has sustained, as a result of abuse or neglect, any or all of the following:

- a potentially life-threatening injury;
- serious and/or likely long-term impairment of physical or mental health or physical, intellectual, emotional, social or behavioural development.

The guidance makes it clear that this definition is not exhaustive, and that serious harm can still have occurred if a child recovers from the incident. It states that LSCBs should ensure their considerations on whether serious harm has occurred are informed by available research evidence.

Refer to guidance:

<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

Mandatory reporting of female genital mutilation

Refer to: Procedural information: (Home Office, 2015 updated Feb 2020) This gives health and social care professionals, teachers and the police information on their responsibilities under the female genital mutilation (FGM) mandatory reporting duty which came into force 31 October 2015. Covers: when and how to make a report; next steps following a report; and failure to comply with the duty.

<https://www.gov.uk/government/publications/female-genital-mutilation-resource-pack/female-genital-mutilation-resource-pack>

Follow up:

- Respect the confidentiality of everyone involved in the incident, keeping the matter restricted only to those who need to know
- Support should be provided for the child, young person or vulnerable adult making the disclosure

Procedure to be followed in the event of an allegation of abuse made against, or concern about the suitability of a worker, volunteer or trustee

- Do not immediately discuss the allegation or concern with the individual concerned
- Raise the allegation/concern with the line manager or Designated Person for Child Protection & Safeguarding
- If the allegation is against the Designated Person for Child Protection & Safeguarding contact the Designated Trustee for Child Protection or the Chair immediately
- The allegation/concern will be discussed by the Designated Person for Child Protection or Designated Trustee for Child Protection or Chair. No investigation should be conducted at this point.

- If it is agreed that the concern is in the category of child protection and so is referred to HSCB, Children's Services or Safeguarding Adults Team, Children's Services or Safeguarding Adults Team may advise that the individual is suspended or asked not to attend any meetings of the organisation whilst the concern is investigated. Suspension should be seen as a neutral act and without prejudice. A representative of Phoenix Bereavement Support Services may be invited to a Strategy Meeting called by Children's Services or Safeguarding Adults Team to discuss the issues.

ALWAYS REMEMBER – IF IN DOUBT, CONSULT

- See Phoenix Bereavement Support Services Checklist for recording allegations or complaints made against a member of staff, volunteer or trustee
- Support should be made available for the individual against whom the allegation has been made and for the individual making the allegation if he/she is within Phoenix Bereavement Support Services.

Phoenix Bereavement Support Services	
Chair of Trustees	Ms Linda Jones Mobile: 07920 828185
Designated Trustee for Child Protection	Ms Leona Patterson Mobile: 07949 593465
Designated Person for Child Protection & Safeguarding, Head of Service	Mrs Lorraine Smith Mobile: 07896 749363
Phoenix Bereavement Support Services Fred Bulmer Centre Wall Street Hereford HR4 9HP	01432 264555
Police	
West Mercia Constabulary	Emergency: 999 Non-emergency: 101 contactus@westmercia.police.uk
Safeguarding Children	
Children's Help & Advice Team	01432 260261
Children's Services – Multi-Agency Safeguarding Hub, Herefordshire	01432 260800 ReferralsCYPD@herefordshire.gov.uk
Emergency Team	01905 768020 (outside office hours)
Safeguarding Adults	
Safeguarding Adults Team	01432 260101

Phoenix Bereavement Support Services supports and will provide protection for whistleblowers. If you become aware of anything that makes you feel uncomfortable then discuss the concern with the Designated Person for Child Protection & Safeguarding.

Training and supervision will be provided for workers and volunteers to ensure they are able to recognise unsuitable and inappropriate behaviour.

Refer to Malpractice (Whistleblowing) Policy

Phoenix Bereavement Support Services is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, volunteers and trustees to share this commitment. In order to safeguard and promote the welfare of the people we work with, and ensure the risk of harm is minimised, Phoenix Bereavement Support Services employs a safe recruitment and selection policy which complies with national and local guidance.

All successful applicants must undertake an enhanced DBS check, even if this has recently been carried out by a previous employer.

Refer to Recruitment Policy

Phoenix Bereavement Support Services believes that any form of bullying is unacceptable.

In order to outlaw bullying

- We will listen to children, young people and vulnerable adults and take seriously what they tell us about bullying
- We will take steps to deal immediately with any incidents of bullying
- We will ensure that children, young people and vulnerable adults are aware that bullying concerns will be dealt with sensitively and effectively
- We will be aware of the vulnerability of specific individuals and groups, such as those with disabilities and from black and minority ethnic groups
- We will ensure that both victims of bullying and bullies themselves receive support
- We will keep a record of any incidents of bullying, how we dealt with them and whether there is anything Phoenix Bereavement Support Services can do to learn from the incidents.

Refer to Conduct Policy

Phoenix Bereavement Support Services recognises the rights of children, young people and their parents or carers to have access to the Phoenix Bereavement Support Services Complaints Procedure.

A complaint is any clear expression of dissatisfaction with Phoenix Bereavement Support Services, its workers, volunteers, Board of Trustees or its activities or services. We will ensure that all complaints are taken seriously. They will be dealt with swiftly and in confidence. We will learn from any complaints and use them to improve how we operate.

The Phoenix Bereavement Support Services Complaints Procedure will

- Define what a complaint is
- Identify how a complaint can be made – verbally, in writing or by email
- Explain who should be notified of the complaint within the organisation
- Ensure that all complaints are dealt with
- Not put restrictions on issues which may be complained about
- Explain the procedures for dealing with complaints, including any complaints made against workers or volunteers
- Provide a timetable for dealing with a complaint
- Outline what will happen if a complaint is not resolved promptly
- Say how records are kept
- Be written in a format that is appropriate to the age of the users
- Be circulated to all parents or carers of the children, young people and vulnerable adults who use the organisation, also to paid staff and volunteers

Refer to Complaints Policy & Procedures

Child/Young person/Vulnerable adult information			
Name			
Home address			
Age		Date of birth	
Parent/carer information			
Name			
Address			
Contact Home		Mobile	
Details of incident			
Date		Time	
Place			
Details			
What			
When			
Where			
Who			
How			
Why			
Chief complaint – Action to follow			

Actions taken				
Child/young person/vulnerable adult spoken to	Yes		No	
Outcome				
Parent/carer contacted	Yes		No	
Outcome				
Workers details				
Name		Position		
Signature		Date		
Name		Position		
Signature		Date		
Reporting to Designated Person for Child Protection & Safeguarding/Trustee/Chair				
Name		Position		
Signature		Date		
Outcome or Further Action				
When completed this form should be stored in a confidential and secure file				