

Complaints Procedure

We are committed to following clear procedures should a complaint be made concerning provision at The Willows. If you are unhappy about anything during a session, please speak to Rebecca Dodman (Forest School Leader), in the first instance, who will try to address the issue immediately. If you feel the issue has not been resolved, please write a formal complaint to The Willows Horringer, Chevington Road, Horringer, Suffolk, IP29 5SW and we will respond within ten working days.

Confidentiality Procedure and Data Protection

The Willows Forest School staff and volunteers will sometimes come into contact with confidential information (registers, registration/medical forms, observations and learning records). We respect the confidentiality of children, their families, staff and volunteers by upholding our associated Confidentiality Procedure with confidence and professionalism. Any personal data and medical information will be kept in a file marked 'CONFIDENTIAL' in the Forest School Leader's emergency bag.

Our collection and use of personal data follows the Data Protection Act of 1998 and 2018 and considers the rights of all those involved. The Willows aims to robustly implement the requirements of the GDPR (General Data Protection Regulation). The Willows ensures it adheres to the eight data protection principles. These must be satisfied when obtaining, handling, processing, moving and the storage of personal data. We are required to keep certain personal information, like registers, medical records and accident records for at least 3 years after your child has left The Willows.

Forest School staff (leaders) who manage registers, communication with stakeholders, and have access to records and data must complete the online GDPR Essentials training annually.