



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 or you have a safeguarding concern you do not wish to raise directly/during the session with Rebecca Dodman, please use the following procedure:

1. Write a **formal complaint to The Willows Horringer**, Chevington Road, Horringer, Suffolk, IP29 5SW and we will respond within ten working days.
2. If your complaint regards The Willows **Forest School practice**, you can **contact the Forest School Association**, as The Willows Horringer is a member of this organisation. They can provide guidance or escalate issues related to their members.
Reach them at: enquiries@forestschoollassociation.org
3. If your complaint involves **safeguarding or welfare concerns, contact Suffolk County Council's Children's Services** or the [Suffolk Safeguarding Partnership](#). If you would like to discuss whether the situation you are concerned about should be the subject of a safeguarding referral, please contact the MASH Consultation Line on 0345 606 1499. Local Authority Designated Officers (LADO) can be contacted for allegations against all staff and volunteers via costumer First on 0808 800 4005.
4. If your complaint is regarding **childcare**. The Willows Horringer is registered with Ofsted. They are members of the Ofsted compulsory and voluntary registers. To complain to Ofsted with regards to childcare at The Willows Horringer **contact Ofsted** enquiries@ofsted.gov.uk or 0300 123 4666.