



Reshapers CIC
(also trading as Survivors Voices and We Learn We Change)

Information and Policies

2021

Contents

- 1. Introduction***
- 2. Equal and Diversity Policy***
- 3. Finance Policy***
- 4. Health and Safety Policy***
- 5. Safeguarding Policy***
- 6. Learning Strategy***
- 7. Complaints Procedure***

Introduction: About Reshapers CIC

Mission statement:

Reshapers CIC mission is to promote social justice and well-being through creativity, learning and transformation.

Aims:

We aim to:

- transform lives and communities and promote innovative practice, through creative and dynamic learning and development opportunities for individuals and groups and training for workers and facilitators
- address inequality and promote social justice through ethical practice and prioritising vulnerable people and those in need
- provide a supportive community for individuals, community groups and other organisations engaged in social enterprise and community development.

Values:

Reshapers is a social enterprise registered as a Community Interest Company. This means that all profits are used to develop the company or support not-for-profit projects that work in our community of interest.

We are an ethical company that work to clear core values, committed to :

- Peace and Justice
- Co-operation and Community
- Equality and transparency
- Care of the earth
- Creativity
- Simplicity and thrift

Activities

Reshapers offers services to individuals, groups and organisations in three key areas. We Learn We Change is the trading name of our learning and teaching activities and learning centre.

Learning

We provide:

- Training, tutoring, assessment and verification services
- Modular courses to professional and FE standards
- Course writing and development

We are developing:

- An E-learning programme

Transformation

We provide:

- Consultancy services
- Quality assurance services
- A survivor-led national research, advocacy and peer support network for survivors of abuse

We are developing:

- Specialist social activism development training
- Social activism Publications

Creativity

We provide:

- Experienced facilitators for creative workshops and training
- Creative writing services

We are developing:

- A creative e-course

Reshapers Team

Reshapers Directors have strong portfolio of business, social care and education experience:

Jane Chevous MSET (35+ years in social care, education and reserach, author)

Maxine Green (35+ years in education)

Concetta Perot (30+ years in social care, justice, education and research and therapy)

Lynn Breckenridge (30+ years in charity finance and senior management)

Company Secretary: Jon Boyce (5+ years in hospitality marketing and management)

Core Staff team:

Learning centre head and leader of Survivors Voices: Jane Chevous

Administrator/Project Management: Nicole Cor Caroli

Loudfence: Antonia Sobocki

Associate Trainers/Tutor-Assessors/Researchers: Dr. Lynn Brady, Roz Etwaria, Susanne Alyce

Reshapers CIC Information and Policies 2021v1

Peer Support: Roz Etwaria, Suzanne Reid, Nikki King

Website hosts and developers: Tony Gould and Chris Green

Accountant: Hubert Hutchinson MAAT

Reshapers collaborates with freelance associates with specific expertise on a project basis. We work with a team of volunteers with community and practice expertise in key projects.

The directors' and associates' have a successful track record in this field including:

Founding directors of successful charities including Eden's youth project and Just42 youth & children's project (based in Suffolk); and Survivors Voices (our national programme for survivors of abuse).

Significant experience in local authority and voluntary sector in front-line and senior management roles delivering education and social care services.

Senior management and teaching experience in developing and delivering accredited training including basic skills, community education, vocational, FE and HE courses and management of youth and community work college.

Successful creative ventures and community arts experience including theatre, music, visual arts, mosaic, photography, creative writing and crafts.

Experts through experience as foster carer, childminder, service users and survivors.

Affiliations

UK Registered Learning Provider UKPRN number 10028657

Member of National Council for Voluntary Organisations (NCVO) Membership Number MEMBERVP/12508

Member of Community Interest Company Association

Member of SAFE Safeguarding network

Member of Survivors Trust

Member of National Service User Network

Member of Violence and Mental Health Research Network

Reshapers CIC Equality and Diversity Policy

Reshapers CIC is committed to the principal of equal opportunities for all regardless of gender, age, ethnic identity, disability, marital status, sexuality, religion or political belief.

We recognise that there is inequality, discrimination and prejudice based on these characteristics throughout society and that these can be reflected within the organisation unless appropriately challenged. We oppose all forms of unlawful and unfair discrimination.

We are therefore committed to ensure equality of opportunity for both workers and anyone using our services. Indeed the recognition of inequality and the aim to overcome it forms one of the key goals of the company.

It is our policy to combat inequality in all aspects of our work, including access to services, organisation and curriculum to promote equality as a value base and a practical reality. Restrictions to certain groups - for example single gender work - will only take place where there is a significant educational or other benefit.

It is our policy to ensure equality of opportunity for our workers and associates. We actively recruit volunteer and paid workers from all sections of the community and provide training and flexible working arrangements. We take care to meet the European guidelines for employment practice as well as the national and regional legal requirements.

We involve stakeholders in policy and programme creation, implementation and monitoring. Workers and associates are equipped to work to good practice standards in equal opportunities and must demonstrate their commitment to do so. Everyone is expected to commit to maintaining an environment of respect and dignity for all.

The Directors will oversee the working out of this commitment and the development of further policies as required. Policy monitoring and review takes place through the Directors' meetings in an annual programme. Curriculum outcomes in relation to equal opportunities are monitored and evaluated regularly. This work will be tracked through an annual action plan.

This policy should be read and implemented in conjunction with Reshapers core values, affiliation agreement and working practices.

Assessment and Equality of Opportunity

When developing and delivering assessable learning opportunities, the following guidelines should be followed:

- Are these learning outcomes framed in ways that do not unreasonably prevent their achievement by learners with particular impairments?
- Identify any barriers that disabled learners might experience with the selected task or method.
- Consider Reshaper's policy and procedures on assessment adjustments and the requirements of equality legislation and guidance
- Provide alternatives or adjustments to the selected tasks or methods where required and where reasonable. These must be equally rigorous. Remember you do not need to jeopardise academic standards. Check these with the internal

verifier

- Provide learners with appropriate, accessible assessment feedback and ask the learner about what other support or adjustments they may need.

Learner Support Policy

- ✓ Reshapers will provide relevant pre-entry information and guidance about the contents, assessment and demands of the programme
- ✓ All learners will receive an induction interview to discuss their learning needs and an action plan of appropriate learner support will be put in place
- ✓ Appropriate resources and strategies will be discussed and provided if appropriate to respond to learning needs effectively.
- ✓ Regular on-programme tutorial support will be provided
- ✓ Learner progress to achievement will be monitored by the Course Leader monthly and any support needed put in place.

Reshapers Finance Policy

Principles

1. Reshapers will operate fair and transparent financial procedures at all times
2. Reshapers will use ethical banking and other financial services
3. All Reshapers profits will be used to support the community either through developing our work or through donations to other community causes as agreed with the CIC regulator
4. All accounting and financial management will follow good practice for the third sector including social accounting

Financial Arrangements

All Reshapers workers and associates will record their time and expenses on the project record template provided.

Accounts will be kept according to the requirements of Companies House and the CIC Regulator.

Annual accounts will be filed at Companies House having first been examined or audited in accordance with legal requirements and best practice.

Expenses

Out of pocket expenses will be reimbursed and should be claimed on the form provided. Travel should be by the cheapest means possible and all workers are expected to do everything possible to reduce their carbon footprint and use environmentally friendly forms of transport wherever possible. Essential use of airfares should always include a carbon-offset payment. Travel can only be claimed from the designated work base to where the work is carried out and back again. Mileage to the work base from home does not qualify for an expenses claim.

Mileage will be paid at the rates approved by the Inland Revenue, currently:

Cars: 45p per mile up to 10,000 miles
 25p per mile 10,000+

Motorcycles: 24p per mile

Bicycles: 20p per mile

Other eligible expenses include:

- Cost of use of phones or internet for work
- Other project administration expenses such as printing, postage and photocopying
- Other project materials and expenses as agreed at the start of the project with the Reshapers lead worker.

Financial Handling

- All income should be recorded with receipts, and banked intact
- All expenditure should be recorded and receipts obtained
- All income and expenditure must be passed through Reshapers bank account or

central petty cash

- Project expenditure, sales, restricted and designated funds will be recorded separately

Petty Cash

A cash float for change can be introduced as necessary to the petty cash box.

Small cash purchases up to £30 can be made or reimbursed through the petty cash box. Full records must be kept and receipts provided.

This will be totalled monthly and included in the annual accounts.

Project budgets

Each project will have a designated budget holder with an agreed budget and spending limit. This person will be responsible for:

- Ordering items as required up to their spending limit for that month
- Buying at the best possible value
- Forwarding paperwork and up to date information at least monthly to the finance officer
- Carrying out an annual stock take
- Operating their project within the agreed limits
- Negotiating any extraordinary/additional expenditure with the Directors in advance (UNAGREED expenditure over these limits WILL NOT be reimbursed)
- Ensuring all income and expenditure is recorded on the project records

Course Finance

- A non-returnable deposit will normally be required to reserve a place on a course
- In the event of Reshapers having to cancel a course, we will endeavour to offer a suitable alternative at the same fee
- if this is not possible, we will provide a credit note to be used on another course, or a full refund
- In the event of a learner having to cancel 8 or more weeks before a course starts, we will endeavour to re-sell the place and will then offer a full refund, less a 20% £20 administration charge; or a credit note for the full amount
- Cancellation with 4-8 weeks notice we will offer credit note for the full amount or a refund less the deposit
- Cancellation with 2-4 weeks notice, the deposit will be forfeited and we will offer a credit note for the balance
- Cancellation with less than 2 weeks notice, or due to circumstances beyond the learner's control, any credit or refund will be at the discretion of the Director of Learning

Refunds

We will refund learners' fees (minus a 20% administration fee, minimum £10 per refunded

course) provided their written request is received at least 4 weeks before the course starts. The fee covers administration costs and the loss of potential income.

Exam fees are non-refundable. This does not affect their statutory rights.

Charges

The tutor will set the charges for each course in consultation with the Head of Learning. Fees will be set on a full cost recovery basis; as a social enterprise any surplus generated from courses will be used to benefit the community. All courses will have a fair pricing policy and we will apply a scale of fees that ensures our learning is accessible to all.

Reshapers CIC Health & Safety Policy

Reshapers CIC Insurers: Markel International Insurance Company Limited

Policy Number: SC2100F210YR/7/1251

Contact: Access Insurance <http://www.accessinsurance.co.uk/>

Policy Statement

Reshapers CIC is committed to:

- Ensuring a safe environment for all workers, those who use our services and the general public
- Meeting all the legal requirements for health and safety and risk management as a minimum standard
- Always following safe systems of work
- Buying safe and ethical products and services
- Ensuring partners and associates meet our high standards of health and safety
- Learning from experience to improve standards.

Implementation.

We will always:

- make sure we consider health and safety whenever we plan anything
- identify hazards, assess risks to see whether our control measures are adequate or need to be improved
- set ourselves measurable health and safety standards and targets, monitor and record our performance
- report and record all accidents and incidents and investigate them to see why we have not been able to prevent them
- consult stakeholders to get their views about possible health and safety problems and solutions
- provide necessary information and training for everyone so they can meet their health and safety responsibilities
- get advice from outside competent specialists whenever we need it
- meet basic workplace welfare requirements, have appropriate first aid and fire precautions and employers liability insurance

Who is responsible for what?

- The company directors have overall responsibility for health and safety in the company;
- All workers & associates must ensure they follow safe procedures, report problems and make suggestions for improvements;
- Our partners and suppliers must provide us with all necessary safe information and co-operate with our health and safety requirements.

Reshapers CIC Safeguarding Policy

Reshapers believes that it is always unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children, young people and vulnerable adults, by a commitment to practice which protects them.

We recognise that:

- The welfare of the child/young person/vulnerable adult is paramount
- All people, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse
- Working in partnership with children, young people, vulnerable adults, their parents, carers and other agencies is essential in promoting safeguarding.

The purpose of the policy:

- To provide protection for the children, young people and vulnerable adults who receive our services
- To provide all workers with guidance on procedures they should adopt in the event that they suspect a child, young person or vulnerable adult may be experiencing, or be at risk of, harm.

This policy applies to all workers, including the board of directors, paid staff, volunteers, partners, associates, learners or anyone working on behalf of Reshapers.

We will seek to safeguard children, young people and vulnerable adults by:

- Valuing them, listening to and respecting them
- Adopting safeguarding guidelines through procedures and a code of conduct for users and workers
- Recruiting workers safely, ensuring all necessary checks are made
- Sharing information about safeguarding and good practice with users, parents and carers and workers
- Sharing information about concerns with agencies who need to know, and involving victims and their families and carers appropriately
- Providing effective management for workers through supervision, support and training.

We are also committed to reviewing our policy and good practice annually.

Training, advice and DBS checks are available through our membership of the SAFE network www.safecic.co.uk.

The designated Safeguarding Officer is: Jane Chevous.

Safeguarding Procedures

Confidentiality

If we suspect or discover that a child, young person or adult is at risk of significant harm due to abuse, we have a responsibility to act to protect that person. We practise extended confidentiality where some information may have to be shared with carefully restricted others (who are also bound by confidentiality).

Disclosures or suspicion of abuse

All users and workers should follow the recognised procedure outline on the government guidance and regulations: 'Working Together 2015'; and the guidance 'What to do if you suspect a child or young person is being abused'.

In the event of any concern or disclosure that a child, young person or adult is being abused, all users or workers should:

- discuss confidentiality with the person concerned and if possible gain their permission to disclose, as described in the following the procedure
- discuss their concerns with their key worker/line manager
- contact the safeguarding officer as soon as possible
- make careful notes of all relevant information
- make their own referral to the relevant authorities if they are unable to contact the safeguarding officer and/or their key worker or line manager.

The safeguarding officer will discuss the situation and make a referral to the appropriate authorities if it is judged that there is or might be risk of significant harm.

Concerns about workers

If the concern is about a worker, this should be discussed immediately with the safeguarding officer, who will take action to safeguard users and other workers, including suspension if necessary.

If the concern relates to the safeguarding officer, the issue should be taken straight to one of the directors.

Recruitment and Training

All workers who have contact with children, young people or vulnerable adults will be recruited through a safe recruitment process. This includes interviews, references and (where appropriate) DBS checks for all workers. These processes and the necessary paperwork will follow the Safeguarding Authorities guidelines for good practice and meet all legal requirements.

All workers must attend safeguarding training run by Reshapers or local Safeguarding Boards at least every 3 years; and keep up to date with safe practice in their field.

Reshapers will provide regular training for all workers.

Good Practice

Reshapers requires all workers and users to follow good practice in all activities and services conducted by or with Reshapers. We will provide guidance on good practice to all workers. This will also be available to users, parents and carers on request.

Best Practice Guidelines

Leader to child ratios

For all activities organised for young people by Reshapers we will ensure that there are at least 2 adults supervising. If through illness or emergency only one staff member is available at the start of a session, **the session will not run**. If the group is mixed then we will aim, if possible to have an adult of each gender. These are the recommended guidelines for leader to child ratios:

For 0-2 years 1 approved adult to every 3 children (1:3)

For 2-3 years 1 approved adult to every 4 children (1:4)

For 3-8 years 1 approved adult to every 8 children (1:8)

For over 8s 1 approved adult for the first 8 children followed by 1:12

For non-centre-based work (e.g. trips, residential) with age 3+ we will normally use a higher ratio of 1 leader (may include unapproved volunteer or parent helper) to 4 children/young people; or as dictated by special circumstances and decided by the Project Leader after a risk assessment.

Parental Consent For Activities

All children or young people who take part in any group should complete a general information and consent form at the earliest opportunity. If a group is travelling away from its normal meeting place or meeting outside of its normal time, or if it will be participating in a hazardous activity, including swimming, then additional parental consent must be sought. Participation on a trip is dependant on returning a consent form. Forms may be sent directly to parents to assist their return. If a child arrives on the day of a trip without a form, every effort should be made to contact the parents and gain their written consent; or to return the child home, if it is safe to do so. In such circumstances, the Project Leader will make the final decision after a risk assessment. Forms for all of the above are available from the Reshapers office.

Physical Contact & Care

Any touching between adults and children should take place in public. Touching should be age-appropriate and initiated by the child rather than by the adult. Touching should be related to the child's needs rather than the adult's. Avoid any physical activity that may have sexual overtones or that may be construed as sexually stimulating to the child or adult. Children are entitled to determine the degree of physical contact with others except when they put themselves at harm or if their health is at risk. No leader will use physical discipline with a child or young person at any time. Safe "holding" may only be used in extreme circumstances where there is immediate danger of personal injury to the child or another person. Physical care assistance for younger and disabled children who require it should be appropriate to their age and disability and carried out by approved leaders who have been trained.

One-To-One Situations

One-to-one situations between an adult and young person should be avoided, except where pastoral reasons, at the young person's request, or immediate group safety demand an extra degree of confidentiality. In these cases another approved adult should be made aware of the situation and be within easy reach of the meeting. It is best if the

door of the room where the adult and young person are meeting is left ajar and all physical contact should be avoided. Where possible a corner of the group activity room or a room with a window in the door should be used. If the child should become distressed during the meeting then the adult should resist the desire to give physical comfort unless requested by the child. See the safe touch guidelines above. If touching does occur in a one-to-one situation then another approved adult must be informed as soon as possible, and if it is felt necessary then the approved person should also be informed.

Vehicles

Drivers should avoid being on their own in a vehicle with just one child. This can be avoided by being accompanied by another staff member or volunteer, or the adult's own children. In exceptional circumstances, if no other adults are available, two children may be taken together but this must not be a regular occurrence and must be logged. Unapproved adults should never be allowed to give a lift to an unaccompanied child. In emergencies, for example when parents fail to collect a child, every effort should be made to contact the parent and get them to fetch the child. If they cannot do so, the final resort is for an approved adult to take them, preferably with the parent's knowledge and permission. This must be logged and an approved adult informed at the time.

It is required that only cars and minibuses that have fitted seatbelts be used for transporting children. It is the driver's responsibility to make sure that passengers use them. Drivers' using their own vehicles must ensure that their insurance cover is extended to specifically cover this situation. If minibuses of 6-16 passenger capacity are used, a small bus permit must be carried and drivers must have passed the county minibus driver test.

First Aid

Each approved adult should be aware of the qualified First Aiders involved in the company's work. Whenever a group meets we should aim to have a First Aider available within easy reach. All approved adults need to know where the First Aid boxes are located in the buildings used by the project. A qualified First Aider should administer all First Aid. If a child's health is at risk and no First Aider is available then the minimum necessary to minimise the consequences of injury should be done until qualified assistance can be obtained. If an injury appears to be serious then the emergency services should be called without delay. If First Aid is administered then the details should be written down and passed to either line manager or an appointed officer. Parents should be told the circumstances of the injury and any treatment given at a suitably early time. No medicine should be given to a child without the prior written permission of a parent or guardian. If a child arrives at a session with an injury, this should also be recorded and appropriate medical assistance given.

Feedback & Recording

All users and staff of the project will be encouraged to feedback through sessional evaluation processes, staff and user's meetings and a clear complaints procedure any concerns or problems they have with the behaviour of any other person in the project. Such issues will always be taken up by the adult responsible for the session, the project director and the Trustees, as appropriate, and acted upon. It is accepted that staff can raise concerns about the actions of a colleague in the interests of protecting project

users. The independent person is also available to project users as a safe person to report concerns to; and will bring matters to the attention of the Project Director and Trustees as appropriate.

As part of regular recording, all sessions will include details of programme, attendance and any significant incidents in their evaluation process. Any suspicions or disclosures of abuse should be recorded in brief, protecting confidentiality. Both where concerns are noted that may not yet require reporting, and for disclosures, a fuller dated and signed record will be made and kept in a confidential log. The Appointed Persons will monitor this regularly. If a child arrives at a session with an unexplained or potentially non-accidental injury, this will also be recorded in the log.

Abuse of Trust

All leaders involved in the project are in a position of trust in relation to project users and other leaders under the age of 18. The power dynamic within this relationship means that it is not possible to attain an equitable, consensual relationship. As a project we undertake to follow the principles found within the Abuse of Trust guidance issued by the Home Office. It will therefore be unacceptable for those in a position of trust to engage in any behaviour that might allow a sexual relationship to develop for as long as the relationship of trust continues. Breaches of this guidance will be treated as a serious disciplinary procedure.

Residentials and Sleepovers/Stay Awakes

Sleepovers/stay awakes will be treated the same as residentials. Staffing ratios at residentials will be at least 1:4, or as agreed by the Project Director after risk assessment. Specific parental consent will always be obtained. No residential will take place without at least one male and one female staff member. Staff will not sleep in the same room as the young people but will maintain appropriate supervision to ensure the safety of the young people. A group contract to clarify boundaries and responsibilities will be agreed before the residential. No residentials will take place without prior approval of the Project Leader. Full details of the residential including itinerary and emergency contact details will be lodged with an approved adult not attending the residential, normally the Project Director or a Trustee. Outdoor and adventurous activities will only be undertaken under the supervision of appropriately trained and qualified staff, and at venues licensed under the Adventurous Activities Regulations, where applicable.

Health & Safety

Reshapers will ensure the appropriate policies and procedures are in place to protect the health and safety of staff, project users and the general public. All venues used will be subject to an initial risk assessment before first use; and staff will carry out a further risk assessment at the start of each session. Health and Safety training will be given to all leaders, including areas such as building and equipment safety that is age-appropriate, hygiene and food-handling, first aid and hazardous activities and substances.

Learning Strategy

We Learn We Change is our Learning Centre. We will provide open learning and quality assured and accredited qualifications through recognised awarding bodies such as Gateway. We endeavour to provide each and every learner with the best possible training along with the necessary skills needed to enter and progress in their chosen field of study. We aim to provide comprehensive study programmes. Our learning programmes engage the learner in well-designed, efficient and productive study in their chosen field. It is our belief that this will facilitate the educational goals of our learners and assist them by developing their potential to become accomplished individuals.

Distance learning programmes are provided and a service that reflects consistence in quality and educational excellence through continuous tutor support and guidance. We put emphasis on a commitment to learner satisfaction through an ongoing process of education, communication, evaluation and constant improvement.

Trainers/Tutor Assessors

They will work in detail with the Internal Verifier and Course Leader, plan and deliver teaching and assessment through agreed methods and gives feedback on assessment. They will support the candidate to look at learning objectives and map demonstrable work practice to the criteria needed. This role can be performed by a tutor or an independent assessor. To perform this tutors will need subject competence and appropriate teaching or training qualifications. For vocational assessments, they will need an appropriate assessors' award.

Further details about our learning strategy, policies and procedure can be found in the Learning centre Handbook.

Complaints Policy

Reshapers welcomes feedback as a way of improving its services. Any complaint will be taken seriously, seen as constructive and responded to as quickly as possible. Our aim is to resolve problems effectively and to respond to them quickly.

Who may complain?

The following may complain:

- A person who has directly used the services of Reshapers;
- A person who Reshapers considers has sufficient interest in a child or vulnerable adult who is the recipient of Reshapers' services;
- Any agency which has commissioned a service from Reshapers.

How may a complaint be made?

A complaint should normally be made in writing, but if this is not possible, it may be made by phone or email to the Complaints Officer.

Time limit for making a complaint

A complaint should be made within three months of the event/action complained about. However, in exceptional circumstances, complaints from children or young people will be considered outside this time limit. Complaints of a very serious nature, for example historical abuse, will also be considered at any time.

Who deals with complaints?

Complaints should initially be addressed to the Complaints Officer. However any member of staff may be approached and they will then pass the complaint to the Complaints Officer.

Outcomes

Complaints are an important part of our quality assurance system. All complaints will be recorded, analysed and reported annually by the director to the Management Committee. We aim to follow a restorative justice principles in dealing with any complaint.

Stage1 - local resolution

On receipt of a complaint, we will record the details and acknowledge its receipt **within 5 working days**. This information will be kept as confidential as possible although it will be necessary to share information with relevant people in order to deal with the complaint.

- We will decide how the complaint should be handled.
- The Complaints Officer on receipt of the complaint will contact the complainant to seek any additional information necessary, identify the outcomes sought and ask for their views on how it might be resolved.
- We will then seek to resolve the complaint in accordance with restorative justice principles. This may involve meeting with people concerned, a restorative justice process, reparation, service changes.

- The Complaints Officer will then write to the complainant indicating what they have done and with a clear statement of the outcome. They will also inform everyone concerned.

The time-scale for **stage 1 is 15 working days**. Should there be any need for an extension we will inform the complainant.

If the complainant is not satisfied with the outcome, they should inform the Complaints Officer within 10 working days of receipt of the written response. It will then move the complaint to the Stage 2 procedure.

Stage 2 - formal investigation

The Complaints Officer will arrange for the appointment of an Independent Officer who will undertake a formal investigation of the complaint.

The complainant will be notified of how the complaint is to proceed at Stage 2 within 10 working days of having notified us that they are dissatisfied with the Stage 1 outcome.

The time-scale for the investigation is **25 working days**. This can be extended by agreement with all parties.

The Officer's report will be sent to the Complaints Officer to decide on Reshapers' response to the complaint.

If the complaint was dealt with at Stage 1 by the Complaints Officer, they will forward complaint to another director to decide on Reshapers' response to the complaint, in consultation with all evidence.

Reshapers' response will be sent within **10 working days** of receiving it. Copies will also be sent to any person complained about.

Restorative Justice Process

At any stage in the complaints procedure, you can choose to follow a restorative justice approach rather than a formal complaint. This involves a facilitated meeting between yourself and any workers involved, to seek a resolution to your complaint. Both you and the workers can be accompanied by a supporter of your choice. The facilitator will be independent and will be suitably trained for this role.

The process involves:

- hearing all sides to the situation
- acknowledging any shortcomings or wrongdoing
- recognising any reasons for failures
- recognising the impact of the situation that caused the complaint
- taking responsibility for the causes of the complaint
- agreeing reparation for any damage caused
- agreeing what is needed to restore continuing working relationships.

If no resolution is reached through the restorative justice process, the formal complaints process can then be initiated.