

SOMERSET CHRISTIAN CAMPS
CONFIDENTIALITY AND COMPLAINTS POLICY

Reviewed July 2019

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1. CONFIDENTIALITY

Somerset Christian Camps recognise that our work with children and families will sometimes bring us into contact with confidential information. Everyone working in the Camp will respect confidentiality in the following ways:

- All records kept on the children are confidential and kept by the Camp nurse or Camp administrators. Parents have access to their own child's information only, and can access them by asking the co-ordinating team.
- All records i.e. register, accident book, incident book, and child/staff individual records are kept confidential in a locked file in the office. The accident book and medical forms are kept by the Camp nurse in the nurse's room.
- Volunteers will not discuss individual child/ren with people other than the parents/carers of that child/ren, the Nurse or members of the co-ordinating team.
- Information given by the parents/carers to the Camp will not be passed on to other adults without prior consent from the parent/carer.
- Any anxieties/evidence relating to child/ren's personal safety will be kept in a confidential file and will be shared with the parents/carers, the co-ordinating team, and the relevant tent leaders only. If any incident is taken further, records will be shared with relevant outside agencies i.e. Social Services.
- Issues to do with volunteers will remain confidential to the people directly involved with making personnel decisions.
- Everyone involved within Somerset Christian Camps, the senior staff, volunteers and parents will be made aware of our confidentiality policy.
- Any break in confidentiality from volunteers and parents will be taken seriously and dealt with accordingly.
- The rules relating to data protection set out by GDPR are understood by the Camp co-ordinating committee and are adhered to.

2. COMPLAINTS PROCEDURE

- At Somerset Christian Camps we aim to provide our Campers with the best possible care we can deliver. However, if there is an area where a parent or volunteer is dissatisfied, they should inform the co-ordinating committee. Unless the committee know, they are unable to put it right.
- In the event of somebody needing to make a complaint, they should discuss the issue with the co-ordinating team, who will always respect confidentiality. If the complainant is not satisfied, they should contact the co-ordinating team after Camp, who will make an appointment to visit the complainant, if necessary with the volunteers involved.
- Social Services would become involved if a child appeared to be at risk or where there seemed to be a possible breach of the Camp safeguarding policy. In this case all parties would be informed.
- All complaints will be dealt with in the strictest confidence.