

## **World Jungle Complaints Policy**

*Reviewed: August 2025*

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### **1. Policy Outline**

This policy outlines the procedures to be followed if a complaint is made about a representative or practice of World Jungle.

This is the policy that World Jungle will follow if a person's complaint is about someone's conduct or behaviour.

This could be because they think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

### **2. Values and principles**

Anyone has the right to complain: World Jungle takes complaints seriously. No one should be harassed, bullied or put at a disadvantage because of making a complaint.

Equality: The person making a complaint should receive a proper response, regardless of their age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

Fairness: World Jungle believes that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

Safety and welfare take priority: World Jungle will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very

seriously. Safeguarding concerns bypass the standard complaints procedure and will be considered in accordance with our **Safeguarding Policy**.

Confidentiality: World Jungle will treat complaints in accordance with our **GDPR and Data Protection Policy**.

Sometimes World Jungle will have to discuss complaints with other organisations. If it is worried about a risk to a person or to the public, it might need to pass on its concerns to the relevant authorities. If necessary, it will get advice from other organisations such as the Police or Social Services.

### **How to make a complaint?**

If you have a complaint, please start by having a conversation with the person in charge at the time about your concerns. They may be able to help to resolve any problems or concerns. If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing. A written complaint can also be made by filling in a complaints form. The address for written complaints is at the bottom of this policy. World Jungle accepts anonymous complaints, but it is often very difficult to investigate these properly. It is easier for World Jungle to handle your complaint if you provide as much detail as possible.

### **Who to contact to make a complaint?**

Complaints will usually be handled by Director of World Jungle or a Trustee representative – address at bottom of the Policy

### **What World Jungle will do to investigate?**

World Jungle will give an initial response to your complaint within five working days.

If the matter is urgent, it will respond more quickly. It will investigate your complaint fairly. This means that it will discuss the complaint with all of the relevant people. It will try to gather any information that may be relevant to handling your complaint.

Sometimes World Jungle will ask to show copies of information from the investigation to other people to allow them to respond. This is because it believes in fairness and openness. It will not share information if it thinks that this will endanger someone's safety or welfare.

### **How will I know what is happening?**

You will be given the details of a person who will be your point of contact. That person will make sure that you understand the process and will help to answer any questions or concerns that you have. You will be given an update on the progress of your complaint every two weeks. If there are delays in handling your complaint for any reason, World Jungle will keep you informed. If your complaint leads to formal disciplinary action against someone, it will usually inform you about the outcome. World Jungle will not tell you the outcome if that person is a child, or if it believes that telling you would create a risk to other people. In this situation, it will still try to tell you about how you are affected by the action that it has taken.

### **What are the possible outcomes or results of my complaint?**

In many cases, World Jungle will be able to resolve problems informally. This might include:

- A change in arrangements for particular activities
- An explanation or apology
- An agreement to communicate or act differently in future

If an informal resolution is not suitable, then a small committee will look at the information about the case. This committee will not contain anyone directly involved with your complaint.

They might decide to take the following action:

- Formal disciplinary action against a member of staff
- Changes in formal contracts or arrangements put in place
- A decision to refer the case to another organisation such as the Police, or Social Services.
- Closure of your complaint without action.

### **Questions or queries about this policy**

If you have a general query about this Complaints Policy, you should speak to the following person:

Name: Jane Manning, Director [jane@worldjungle.org.uk](mailto:jane@worldjungle.org.uk) - 07878 865297

If you wish to make a complaint you can email [ben@worldjungle.org.uk](mailto:ben@worldjungle.org.uk) or [jane@worldjungle.org.uk](mailto:jane@worldjungle.org.uk)

Or in writing by writing to World Jungle, Dursley Library, May Lane, Dursley Glos.  
GL11 4JH

**Monitoring and review**

This policy was last updated in August 2025 and shall be regularly monitored and reviewed, at least every two years.