

# **COMPLAINTS FORM**

## **Laneez Surf School**

*If you wish to make a complaint about a member of staff at Laneez surf centre. Please complete the form below and email a copy to 'Laneez1999@gmail.com'. The incident will be dealt with as a matter of urgency. Alternatively, if you have a safeguarding complaint that you do not wish to raise with Laneez's 'designated Safeguarding Leads', please see detailed advice on what to do in our parent's handbook. There is also a list of important contacts at the bottom of this form.*

Name:	
Contact number:	
Email address:	
Date of reporting:	
Child's name	
Child's age	
Date of occurrence of incident:	
Details of incident: (Please include as much detail as possible)	
Individuals involved in the incident:	
Location of incident:	

Details of any witnesses to the incident:	
Details of any member of staff that you have already discussed this incident with and what was said:	

**Laneez Surf School Designated Safeguarding Leads:**

- **Grace Donaldson Director (DSL) 07988687673**
- **Scott Donaldson Director (DSL) 07846273807**

**Children and Families Hub: 01534 519000, [childrenandfamilieshub@gov.je](mailto:childrenandfamilieshub@gov.je)**

If you have a safeguarding or child protection concern about a child in Jersey, contact the Children and Families Hub. The Hub provides a single point of contact for any concerns to do with children in Jersey. It allows for information to be shared quickly and appropriately, so by acting as a team, vulnerable children and young people are kept safe

**Jersey Designated Officers (JDO): 01534 443566, [JDO@health.gov.je](mailto:JDO@health.gov.je)**

Allegations against adults happen whereby a child or young person is considered at risk of significant harm such as physical, sexual, or emotional abuse or neglect, by someone who works with children or those who are in a position of trust. These can include staff within a setting/school, parents, relatives or others in contact with a child at any point. Anyone with concerns that such a situation has taken place should take forward steps.

JDO deal with allegations of abuse made against those working with children and young people. Local Designated Officers can be contacted to discuss or make allegations of abuse of children against all staff and volunteers.

**Police: 01534 612612 or 999**

For concerns about the immediate safety of a child