

POWERWOOD



... happily unique...

PowerWood Project CIC's Policies

25-07-2016

Opening Statement

PowerWood is a Community Interest Company (CIC), set up to inspire positive change in the world. PowerWood supports families with non neuro-typical and overexcitable (OE) individuals leading to more harmonious family life, where people are able to fulfil their passions and dreams.

Aims of PowerWood

- Provide a safe, non judgemental space to connect, learn and grow together.
- Give parents the information, tools and strategies to be able to build their energy reserve, resilience and willpower, and communicate in an effective and caring manner.
- Increase access to the natural world and sustainable living.
- Raise awareness of neurological diversity as a positive force for change in society.

Our core values

- We, parents, are the experts on ourselves, our children and our family situation.
- We celebrate, cherish and embrace our neurodiversity as natural variation.
- We offer understanding, compassion and support.
- We model being true to ourselves, authentically and happily unique.
- We make informed decisions, drawing on a wide range of theories, models and clinical experience, adapted to the personal circumstances, belief systems, and lifestyle choices of each client.
- Through taking responsibility for nature, we learn to take responsibility for ourselves and the people we love.

Policies

All the policies in this handbook were revised in Summer 2016.

These policies guide our work with children and families, and help us achieve a consistent high standard amongst all staff and volunteers. To this end, policies are made publicly available on our website, and at all PowerWood activities that are attended by children and young people. All staff and volunteers are asked to read and understand the policies, to ask questions if they need clarification, and to sign a form stating that they have read the policies and intend to work according to them. PowerWood CIC is governed by a board of directors, who support staff and volunteers. The board is responsible for ensuring we have effective policies in place and that we will

- Review these at least once a year, or in response to any areas of concern, relevant social and technological developments, or training we undertake.

- Appoint one board member to have overall responsibility for policy revision and implementation.
- Receive regular updates from the staff and volunteers in regards to training, identified risks and any incidents.
- Ensure our policies fit with PowerWood's ethos, aims and values, and help us to do the best work we can for families.

Complaints Procedure

We encourage a supportive, listening culture where no-one should feel judged if they wish to complain about the actions or behaviour of a member of staff or a volunteer, or feel that these policies are not being adhered to.

1. In the first incidence concerns should be raised as soon as possible with a PowerWood worker. It is helpful if specific details such as name, place and time can be provided. We anticipate that in the majority of cases a resolution will be quickly found to the satisfaction of those involved.
2. If the matter cannot be quickly resolved, a complaint should be made in writing within one month of the incident. Grievances can be addressed to the board members of PowerWood CIC (email to directors@powerwood.org.uk). The complaint must give in detail the specific circumstances with dates, times, witnesses, etc. as applicable, and provide contact details.
3. A member of the board may then meet with or telephone the complainant to discuss the case.
4. The board will reach a decision, and inform the complainant.

In a case where the complainant does not feel the matter has been resolved satisfactorily, a complaint can be made to the CIC Regulator. Full guidance can be found at

<https://www.gov.uk/government/organisations/office-of-the-regulator-of-community-interest-companies/about/complaints-procedure>