

# Sunbeams Play

## 7.2 Visiting Contractor Policy

### Policy

Sunbeams Play requires the highest professional standards from all visitors and contractors attending the Centre. Given the vulnerable nature of the people who regularly use the centre.

As a matter of course, appointments, by telephone or e-mail, must be confirmed with the Centre Manager at a reasonable time prior to any planned visit.

Visitors making unplanned visits to the centre will not normally be admitted to any parts of the premises.

Maintenance and inspection visits should normally be scheduled within the working day.

Any complaint against a visitor or contractor will be made in writing by Sunbeams Play to the Managing Director(s) of the Contractor within a reasonable time of the incident.

Sunbeams Play expects that any complaint or issue raised will be dealt with in a professional and timely manner with a clear response, in writing, of any action taken by the contractor to redress the situation.

In the event of a serious complaint against a Contractor's employee Sunbeams Play reserves the right to deny further access to the premises and/or suspend any existing agreement with the Contractor.

A copy of this Policy will be sent to all Contractors on the understanding that the contents will form part of any contractual agreement.

This policy was adopted at a meeting of	_____	name of setting
Held on	_____	(date)
Date to be reviewed	_____	(date)
Signed on behalf of the management committee	_____	
Name of signatory	_____	
Role of signatory (e.g. chair/owner)	_____	