

# Sunbeams Play

Registered Charity No. 1152188

## Health and Safety

### 36. Visitors Policy.

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

As a matter of course appointments, made 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 part of the premises.

Maintenance and inspection visits should normally be scheduled within the working day and when children/young people/vulnerable adults are not present.

Any complaint against a visitor, service user or contractor will be made in writing by Sunbeams Play to the individual/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 a Contractor to redress the situation.

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

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 on

20<sup>th</sup> April 2015

Policy updated

April 2023

Date to be reviewed

April 2024

Signed on behalf of the management committee

Name of Signatory

Role of Signatory

Reviewed By	Date