

SUMMARY OF OUR POLICIES

Finding What Matters

2024

Finding What Matters Summary Policy Documents

The following pages contain Plain English summarised version of our policy documents for Coachees. If you would like to read the full versions of these documents please visit <https://www.starseedparenting.org/policies>

- p3. Safeguarding and Well-Being Summary Policy for Coachees
- p4. Summary Data Protection Policy for Coachees
- p5. Summary Health and Safety Policy for Coachees
- p6. Summary Equality, Diversity and Inclusion Policy for Coachees
- p7. Summary Complaints Procedure for Coachees

Safeguarding and Well-Being Summary Policy for Coachees

Safeguarding and Well-Being Summary Policy for Coachees

1. Creating Space For You CIC: Commitment to your safety

Our trainee coaches are dedicated to maintaining a safe space where you can freely explore your goals and challenges and have time to reflect. Their focus is on safeguarding the physical, emotional, and mental well-being of all clients.

2. What Safeguarding Means

Safeguarding is Creating Space For You CIC's promise to have the appropriate systems and processes in place to protect individuals from harm, abuse, or neglect. In this context, our trainee coaches are here to support your safety and wellbeing, respecting your confidentiality while ensuring a secure environment.

3. Special Note on Safeguarding Children

While the focus for our trainee coaches is primarily on adults, we are all committed to the safety of all individuals involved. Whether or not a child is present during sessions, if there are any concerns involving a minor, we will handle these with the utmost care, adhering to safeguarding standards for children as well as adults.

4. If You Have a Concern

If you ever feel unsafe or have concerns relating to harm to yourself or anyone else, please tell your coach. Here's what will happen if you do:

- We Listen and Support: Your coach will listen attentively and with empathy.
- Respectful Action: If action is needed, we will aim to discuss this with you in the first instance unless it is not safe to do so. We will contact appropriate safeguarding professionals if it's essential to ensure safety.

5. Confidentiality and Privacy

Your privacy is a priority. We will only share safeguarding information with relevant people if it is absolutely necessary to protect your safety or the safety of others. Our full Confidentiality and Privacy policies are available on our website.

6. Continuous Learning

Our trainee coaches have access to training in safeguarding practices for adults. This ensures that we follow the best practices to create a safe environment for everyone.

Thank you for your trust. We are committed to providing a safe, fulfilling, and respectful coaching experience.

Please see www.starseedparenting.org for the full Safeguarding Policy and other policies

Summary Data Protection Policy for Coachees

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Your Privacy and Data Protection: We at Creating Space For You CIC care about your privacy and require our trainee coaches take great care in handling your personal information.

Here's an outline of how our trainee coaches protect your data:

1. How Trainee Coaches Use Your Data

Trainee Coaches collect only the information they need to support your coaching journey. Your data is never used for anything unrelated to your coaching experience.

2. Your Data Rights

You have control over your data, including the right to:

- Access: Request to see any information trainee coaches hold about you.
- Correct: Ask for updates if any details are incorrect.
- Delete: Request deletion of your data if it's no longer needed.

3. Security Measures

Trainee coaches store your data securely and only allow authorized personnel access. If trainee coaches or Creating Space For You CIC need to share information to support your safety or well-being, we do so with full confidentiality.

4. Handling Data Breaches

In the unlikely event of a data breach that affects your information, your trainee coach will promptly inform you and take steps to address the issue.

If you have questions about your data, please feel free to ask your trainee coach. Your privacy is a high priority, and we're here to protect it.

Please see our website for our full policies including Data Protection and Data Retention policies: www.starseedparenting.org

Summary Health and Safety Policy for Coachees

Summary Health and Safety Policy for Coaching Clients

Creating a Safe and Comfortable Coaching Experience: At Creating Space For You CIC, we are committed to ensuring our trainee coaches make every coaching session safe and supportive. This summary policy explains how we protect your health and safety.

1. Safe Environment

Whether the trainee coach meets their coachee in person or virtually, they take steps to create a safe space. If meeting in person, your coach will explain any emergency procedures, such as exits and protocols.

2. Supporting Your Well-Being

We all believe in reducing stress and creating a calm environment. If you feel unwell or uncomfortable, let your coach know, and they'll make any necessary adjustments to support you.

3. First Aid and Emergencies

Basic first aid will be available if needed. In the case of an emergency, the coach will follow established protocols to ensure everyone's safety.

4. Lone Working

Our trainee coaches have an awareness of safe lone working principles, making sure they can identify and minimise the risks of working alone.

4. Open Communication

If you have specific health needs or concerns, please share them with your coach. This helps them ensure a positive, supportive experience for you. Your well-being is our priority, and we're committed to providing a safe space for you to explore, grow, and achieve your goals.

Our full Health and Safety Policy can be found on our website: www.starseedparenting.org

Summary Equality, Diversity and Inclusion Policy for Coachees

Summary Equality, Diversity and Inclusion Policy for Coachees

Welcome to an Inclusive Coaching Experience: At Creating Space For You CIC, our commitment to equality and diversity means supporting our trainee coaches to create a respectful, open, and supportive coaching environment for everyone. This summary policy explains how we uphold these values in all coaching sessions.

1. The Creating Space For You CIC Approach to Equality, Diversity and Inclusion

We believe that every individual deserves respect, fair treatment, and the opportunity to grow. We are committed to providing coaching services that are inclusive and free from discrimination, ensuring all clients feel welcomed and valued.

2. Embracing Differences

We recognize and celebrate each person's unique background, abilities, and experiences. In line with this commitment:

- We treat everyone with respect, regardless of race, gender, age, sexual orientation, disability, religion, or any other aspect of identity.
- We actively create a space where you can be yourself, explore your goals, and receive support without judgment.

3. Ensuring an Inclusive Environment

Our coaching sessions are designed to be accessible and accommodating. If you have specific needs or require adjustments for accessibility, please let your coach know. We will work with you to ensure a comfortable experience that meets your individual requirements.

4. Open Communication and Support

We encourage open conversations about any equality or diversity concerns. If you experience or witness any form of discrimination, please bring it to your coach's attention. We will listen to your concerns respectfully and take necessary steps to address the issue.

5. Continuous Learning and Improvement

Our coaches undergo regular training on diversity, equity, and inclusion. This helps us stay informed, ensuring that our practices reflect current best practices and foster a welcoming environment for all.

Thank you for allowing us to be part of your journey. We're dedicated to supporting you in a coaching space that honours and respects your individuality.

You can find our full Equality, Diversity and Inclusion policy at our website: www.starseedparenting.org

Summary Complaints Procedure for Coachees

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Creating Space For You CIC Commitment to Listening and Improving: We're dedicated to ensuring our trainee coaches provide a positive and supportive coaching experience. If you have any concerns or are unsatisfied with any part of your coaching experience, this procedure outlines how to share your feedback with us.

1. Our Approach to Feedback and Complaints

We take all feedback seriously and view it as an opportunity to learn and improve. Whether your concern is small or significant, we encourage you to let us know so that we can address it promptly and fairly.

2. How to Make a Complaint

If you have a concern or wish to make a complaint, please follow these steps:

- Step 1: Speak with Your Coach – Often, concerns can be resolved quickly through open communication. You're welcome to discuss your issue directly with your coach, who will listen and work with you to resolve the matter.
- Step 2: Escalate to the Program Supervisor, Charlie Mitchell – If you feel your complaint isn't resolved after speaking with your coach, or if you prefer not to discuss it with them, please reach out to the coaching program's supervisor, Charlie Mitchell: charlie@starseedparenting.org. They will review your concern impartially and work toward a solution.

3. What to Expect After Making a Complaint

Once a complaint is submitted:

- Prompt Acknowledgment: We will acknowledge your complaint within five business days.
- Investigation and Response: The program supervisor Charlie Mitchell will investigate your concern and respond within 10 business days, providing a solution or further steps.
- Resolution: If the issue is complex and requires more time, we will keep you informed of the progress and estimated resolution time.

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4. Confidentiality and Respect

Your complaint will be handled with care and discretion. We respect your privacy and will only share information as needed to address the concern appropriately.

5. Additional Support and Next Steps

If a satisfactory resolution cannot be reached within the organisation, you may wish to contact the Association for Coaching (AC) for further guidance. The AC provides additional support and guidance for clients within the coaching profession.

Thank you for giving us the opportunity to address your concerns. Your satisfaction and trust are important to us, and we're here to ensure you have a positive experience.

For our full Complaints policy, please visit: www.starseedparenting.org