



All you need to know about The Root Of It

- What we do and how we help you

Who are we and what do we do?

The Root Of It help children, young people, their families and their schools. We work with you to unpick what's causing you problems and to help you to move forward.

We have lots of different professionals on our team, like counsellors, therapists, psychologists and doctors, amongst others.

How we work to keep individuals safe?

We have a variety of ways of keeping you and our staff safe.

If we think a child, young person or even a vulnerable adult is at risk we have a duty to act and to report the danger. We do this to help keep people safe from further harm. Richard Curtis, our Managing Director, is our Safeguarding Officer.

We ensure that all staff are aware of relevant Health and Safety guidelines for the place they are working and if relevant for the activity they are taking part in. We also have a process for assessing risks if we are planning an activity.

In addition there is a clear policy relating to whistleblowing. Whistleblowing is the term used when staff notice another member of staff doing something they shouldn't and reporting it to us. We use this to help ensure that everyone in our team are keeping individuals safe and working as they should.

How do we ensure diversity and equal opportunities?

As a company we ensure that all employees with an equal chance of advancement, access to opportunity and training necessary to that end, regardless

and irrespective of their sex, race, colour, nationality, ethnic origin, sexual orientation, religion or belief, age or disability. We also ensure that we provide a suitable environment for people with disabilities.

How is your information stored and used?

We are obliged under law to:

- Collect data in a fair way,
- Collect data for a specific and lawful purpose;
- Be adequate, relevant but not excessive;
- Make sure our records are accurate and kept up to date;
- Not hold data longer than necessary;
- Store data securely and appropriately;
- Not to transfer your data outside of Europe;
- Report any breaches of the rules.

What to do if you want to make a complaint?

You can make complaints to a team member directly, their manager or our Client Support Team by emailing info@rootofit.com or phoning 02381 120010. If they need to, they will talk you through our complaints process or if you need to report your complaint to a professional body that regulates our team member.

What if you miss your appointment?

As soon as you can contact the member of staff you were due to meet making it clear why you are unable to meet them.

How to contact us:

Phone 023 81 120010

Email info@rootofit.com

We look forward to working with you.