



COMPLAINTS AND ALLEGATIONS AGAINST STAFF, STUDENT OR VOLUNTEER POLICY

Bobtails' management will investigate and report any allegation of harm or abuse to children in their care regardless of where this harm has occurred. We will notify Ofsted of any allegations and of any action that we take in respect of these allegations. We will do this within 14 days of any allegation being made.

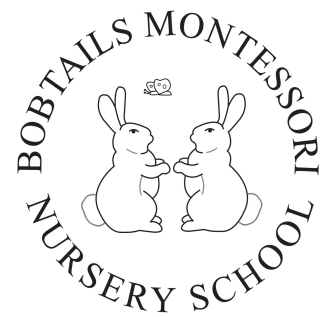
Procedure in the Event of a Complaint or Allegation against a Member of Staff, Student or Volunteer

Bobtails aim to provide a high quality of education and care for all children. We offer a welcome to each individual child and family and provide a warm and caring environment within which all children can learn and develop through their play.

We welcome comments from our parents about our provision and recognise that parents are the prime educators of their children. We recognise that comments, whether positive or negative about our group are made with the child's interest at heart.

- Positive comments are a good way for parents to let us know that our work is valued and appreciated.
- Concerns and problems should be made known to either Pat or Yvonne at the earliest possible time. We hope that the majority of problems can be resolved quickly in this way.
- Where there has been an allegation of improper behaviour that is a child protection issue, the member of staff concerned will be suspended pending an investigation.
- An outside mediator can be invited to help clarify any issues and offer advice on how and when agreement can be reached.
- A complaints book is available for any parent or staff member to document any complaint or allegation.
- The registration and inspection unit (OFSTED) may need to be involved if the concern involves the requirements set by The Children Act. A full investigation will be made followed by appropriate action. Please refer to the Procedure for Child Protection.
- Written notes, which have been agreed by all parties, will be made.
- Confidentiality. Everyone involved in this process will be expected to treat information as confidential and will not discuss the matter with anyone else.





- If staff need help with allegations they can ring the Early Years and Childcare Services named person for adults telephone number 01372 833895
- Parents may take their concerns direct to Ofsted should they feel that the setting will not be able to resolve the situation satisfactorily.
- Ofsted's contact telephone number is displayed on the notice board as is the certificate of registration detailing the setting reference number 113380.

Additional information:

Bobtails OFSTED URN: 113380

OFSTED telephone number: 0300 1231231

Local Designated Officer Rosemary Terry: 03302 223339

Assistant Designated Officer Claire Coles

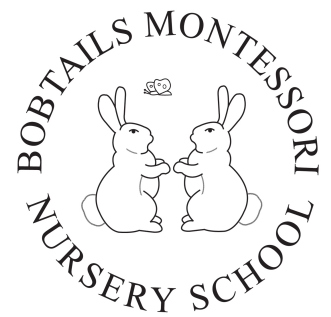
Address: Safeguarding in Education and Allegations Management Team, Room 24, Durban House, Durban Road, Bognor Regis, PO22 9RE.

Disclosing and Barring Address: PO Box 110, Liverpool, L69 3EF

Disclosure Issues and information : 0870 90 90 811

Barring Issues and information: 01352 953 795





PROCEDURE IN THE EVENT OF AN ALLEGATION OF CHILD ABUSE

Staff members should not discuss any concerns or allegations made with anyone but the Principals, as this could prejudice the outcome of any future investigation. Anything heard or seen within the Bobtails setting is of the highest confidentiality and any breach of this confidence will be treated as a disciplinary offence and may lead to dismissal.

- Staff, parent or carer has a concern about the welfare of a child
- The designated lead responsibility for child protection lies with the setting Principals
- Staff member receiving the concern discusses it with the Principals, not other members of staff
- Principals will discuss and talk to other members of staff before they make a decisions about whether or not they will proceed
- Principals will decide if the child is 'a child in need or a child at risk' (CAF form) and what action, if any, needs to be taken within 48 hours
- Principals will refer the concern to social services, firstly by telephone (01403 229900) or (01903 694422), and then in writing.
- Principals will inform OFSTED 0300 1231231 of the allegation and will keep them informed of any investigation
- Social services will decide whether to proceed within one working day and will complete an initial assessment within 7 days from referral
- Depending on the seriousness of the allegation social services may decide on emergency action or a programme of support for the family
- In serious cases social services will come to Bobtails with police child protection officers to make an emergency assessment and possibly to remove the child to a place of safety
- Bobtails will cooperate with the social services enquiry and support the child, family and friends of the family throughout any investigation
- In the event of any allegation against a member of staff or student helper they will be asked to leave the premises and remain suspended until an investigation has taken place. In the event of any





allegation against the Principals it is the responsibility of any member of staff to follow the chain of command to the point where the allegation is being made and to ensure that appropriate action is taken by their seniors.

DISQUALIFICATION OF AN EMPLOYEE

If Bobtails has to remove or dismiss a member of staff for working with children we have a legal duty to inform the Independent Safeguarding Authority. Should the member of staff resign during an investigation or before dismissal the ISA should still be informed.

This does not mean that the person will automatically be barred from working with children. Knowingly employing someone who is barred is breaking the law. Ref: www.isa.homeoffice.gov.uk

