



2-4 Brook Street  
Luton, Bedfordshire  
Tel: 01582 730510  
www.trainingdepot.co.uk



## **Complaints and Allegations against Staff Policy**

The Nursery has a Designated Senior Manager for Allegations, Mr David Reavell, Owner/Proprietor. The Deputy Senior Manager for Allegations is, Miss Salma Bibi, Nursery Manager, **in Miss Salma's absence the Complaint officer is Miss Nafisa Aziz (Deputy Manager)**. If an allegation is made against a member of staff, the Designated Senior Manager, Mr David Reavell with the Deputy Senior Manager, Miss Salma Bibi will receive all the details of the allegation or concern.

All information will be recorded, using the child's/adult's own words where possible. The date, time, place of incident(s) occurred and who were present, what was said and what happened will be recorded. All personal details of the child in question will be recorded. No one including any adult / child disclosing the incident will be interviewed or questioned. Only information given will be recorded. The names of any potential witnesses of the incident will be recorded. The written record will be signed and dated by Mr David Reavell, Miss Salma Bibi and by the parent/adult making the complaint or allegation. If the Owner and / or Manager is absent, then Miss Nafisa or other Senior members of staff will record, sign and date the relevant documents.

Mr David Reavell and Miss Salma Bibi or another Senior member of staff will report this to the LADO (Local Area Designated Officer) in all cases in which it is alleged that an adult who works with children has:

- behaved in a way that has harmed, or may have harmed, a child
- possibly committed a criminal offence against, or related to, a child
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children

The LADO will be contacted on Luton **548069** or via email on [LADO@luton.gcsx.gov.uk](mailto:LADO@luton.gcsx.gov.uk)

If the LADO is not able to be contacted, then staff will call the MASH (Multi Agency Safeguarding Hub) team on **01582 547653**.

Mr David and / or Miss Salma Bibi or another senior member of staff dealing with the allegation will:

- Check with the person making the allegation very basic facts like; who? when?, where?
- Contact the LADO (within one working day or immediately in urgent cases)
- Take all allegations seriously

They will not:

- Interview or take statements from the adult, child or anyone else involved
- Inform the adult until advised to do so by the LADO
- Delay in contacting the LADO. Agencies may need to take action straight away

The Police and Ofsted will be contacted and all the details relating to the allegation will be given.



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The member of staff concerned will be treated courteously, fairly and honestly.

If the Police and/or Social Care Team decide to carry out an investigation, it is possible that Ofsted would advise the Nursery to suspend the member of staff, whilst enquiries are carried out. The Nursery could also follow the disciplinary procedure for staff. The Nursery will not carry out an investigation ourselves, unless Social Care team and the Police decide it is not appropriate for them to do so. We understand Ofsted may wish to undertake further investigations themselves.

Support for the child will be provided by the Children and Families Department and the Police and any other appropriate agencies. The welfare of the child is paramount.

All staff are aware of the whistle-blowing policy and are aware it is a disciplinary offence not to report concerns about the attitude or actions of a colleague that could place a child at risk.

To minimise any misunderstandings, the following procedures will be followed:

- Any accident or incident a child sustains whilst in the Nursery, all details will be recorded in the Accident form or Behaviour form. When the child is collected, the parent/carer will be advised and asked to sign the form and parents will be asked if they would like a copy.
- If a child arrives at Nursery with an injury sustained elsewhere, the parent/carer will be asked about it and details will be recorded with the explanation given, this will be recorded in the home accident form. All Home accidents are reviewed by the manager and SG officers regularly and recorded in the A-Z or the child's personal A-Z if a child at Level 2, 3 or 4 of the Safeguarding threshold.
- All parent conversations, comments; concerns are recorded in the incident folder. All incident logs are followed through with an investigation and findings recorded and filed in the AZ if it's a safeguarding concern. Otherwise they are filed in the incident folder.
- All staff members undertake Child Protection Training Level 1, which is updated every 3 years.
- Senior staff members undertake Child Protection Training Level 2, which is updated every 3 years.
- Our Behaviour Management Policy states that no physical discipline will be used and we will ensure that all staff/volunteers/students comply with this.
- If the child's behaviour is extreme and the child is in danger of hurting themselves, their peers or staff a Physical Prompts and Behaviour Policy will be shared with the parents and they will be asked to sign a form stating they have read and understood the policy. The SEN team maybe involved to help put into place strategies to help support the family.
- We will avoid doing things of a personal nature that children can do for themselves, wherever possible.
- We take up references, including one from a potential member of staff previous employer and we always question any gaps in employment history.



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- We employ an open-door ethos, this enables staff to talk to senior management if they have concerns about the conduct of any of their colleagues.

Reviewed in Jan 2019 by Mrs Sandhya Godhania

## TRAINING DEPOT DAY NURSERY

### **Checklist for Handling and Recording Allegations or Complaints of abuse made against a member of staff regarding a child/children in the setting.**

1. Name and position of staff member who is the subject of the allegation / complaint:  
.....
2. Is the complaint: written or verbal.
3. Complaint made by: .....  
Relationship to child: .....
4. Name of child: .....Date of Birth: .....Age:....
5. Parent / carer's name and address: .....  
.....  
.....
6. Date of alleged incident: .....
7. Time of alleged incident: .....
8. Place of alleged incident: .....
9. Did the child attend on the date in question: .....  
.....
10. Nature of complaint (if received in writing, please attach):  
.....  
.....  
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11. Details of any potential witness: .....

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12. Any other relevant information: .....

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13. Local Authority Designated Office at Social Care Team contacted: .....

Name: .....

Date: ..... Time: .....

14. Ofsted contacted:

Name: .....

Date: ..... Time: .....

15. Further action advised by Social Care Team and Ofsted: .....

.....

.....

16. Police contacted: Name: .....

Date: ..... Time: .....

17. Your name and position: .....

Signature: .....

18. Name of Witness and position: .....

Signature: .....



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19. Name of Person making the complaint: .....

Signature: .....

Today's Date: ..... Time Complaint Recorded: .....

## Managing allegations and concerns about a member of staff or volunteer (in relation to the safety and welfare of a child/ren)

Allegation made or concern raised about an adult that works or volunteers with children/young people. Information passed to Designated Senior Manager within the organisation (i.e. Head Teacher, Service Manager, Unit Manager)

It is alleged that the adult has:

- behaved in a way that has (or may have) harmed a child
- possibly committed a criminal offence against (or in relation to) a child
- behaved in a way that indicated s/he may be unsuitable to work with children

YES

Not Sure

NO

Contact the Local Authority Designated Officer (LADO) **straight away**:

Paul James on 548069  
Simon Ashley on 548170

In their absence call:

Social Care IAT: 547656  
Police CAIU: 394103

Follow internal disciplinary procedures

\*Do's & Don'ts below **do not** apply if incident/concern clearly does not meet the criteria above.

### DON'T

- **interview** or take statements from the adult, child or anyone else involved
- **inform** the adult until advised to do so by the LADO
- **delay** contacting the LADO. Agencies may need to take action straight away

### DO

- check, with the person making the allegation, **very basic** facts like: Who? When? Where? – Then take further advice from the LADO
- take all allegations/concerns seriously