



Tickton Pre-school and Play Pals

Whistleblowing

Policy.

(Concerns and Complaints).

Working in conjunction with the Early Years Foundation Stage Statutory Framework (EYFS).

Quality and Consistency.

A Secure Foundation.

Partnership Working.

Equality of Opportunity.

Unique Child

Positive Partnerships

Enabling Environment

Learning and Developing

EYFS

Tickton Pre-school and Play Pals Safeguarding and Child Protection Policy.

Working Together to Safeguard Children

It is our intention that staff and volunteers working at Tickton Pre-school and Play Pals feel confident about coming forward and reporting any issues and concerns that they may have regarding the areas documented below, whilst remaining protected from any subsequent discrimination. A whistleblower is someone who reveals wrongdoing in an organisation to those in positions of authority.

You can use the 'Golden number' to report any safeguarding concern 01482 395500

Safeguarding and promoting children's welfare

The provider must take necessary steps to safeguard and promote the welfare of children.

Providers must engage with, and provide the following information for, staff, volunteers, students, parents and carers:

- The complaints procedure (copies to be available on request)
- Details for contacting Ofsted and an explanation that parents can make a complaint to Ofsted should they wish.

Aim

- To ensure that all persons working within Tickton pre-school and Play Pals understand their responsibilities and feel confident in raising and reporting a serious concern at the earliest opportunity.
- Provide avenues for staff to raise concerns and receive feedback on any action taken
- To ensure that staff receive a response to their concerns and that they are aware of how to pursue them if they are not satisfied.
- To reassure staff that they will be protected from possible reprisals or victimisation if they have made any disclosures in good faith and/or have 'reasonable belief'.
- Insurance that all concerns raised will be taken seriously and fully investigated.

Any concerns can be reported without this leading to any harassment or victimisation, and every effort will be made to keep both the concern and the member of staff's/parents/volunteers identity confidential.

What should be reported?

- The inappropriate treatment or care of any child
- Any breach in the behaviour of manager, staff, student or volunteer
- Discrimination of any kind
- Concerns that could impact on the health and safety of the children or adults
- Any bullying behaviour conducted by any manager or staff member.
- Any inappropriate language used
- Any breach of setting policy by any staff member and/or manager.
- Any other concerns.

Methods.

- A concern can be initially raised by any staff member to their line manager Helen Turner (manager).
- Discuss the nature of the concern together with the background, history of the concern and provide the relevant dates of incidents. Minutes from this meeting will be recorded and signed/dated by all present parties.
- There is no expectation that staff prove beyond doubt the truth of their suspicion; however they will need to demonstrate that they are acting in good faith and there are reasonable grounds for their concern.
- All employees will be treated fairly.
- Concerns can also be reported directly to Ofsted.
- **Concerns regarding the manager must be raised with the setting chair person.**

Concerns will be dealt with in the following way:

- Initial enquiries will be made to decide whether an investigation is appropriate, and if so, what form it should take.
- The incident will be investigated by the line manager and/or Committee member and If appropriate Ofsted and the ERYC LADO (Local Authority Designated Officer – (01482 396559). If appropriate it will be referred and put through established Safeguarding children procedures and may form the subject of an independent inquiry.
- Within ten working days of a concern being raised, the member of staff will receive in writing: -
 - Acknowledgment that the concern has been received
 - An indication as to how the Pre-school will proceed to deal with the matter
 - Supply the member of staff with information on staff support mechanisms
 - Inform the member of staff concerned as to whether any further investigation will take place and if not, why not.

It may be necessary for agencies to interview staff to ensure that their disclosure is fully understood. Any meeting can be arranged away from the workplace, if so wished, and a representative may accompany the involved member of staff for support. If there are any difficulties experienced as a result of raising a concern, support will be offered.

Staff will be kept informed, of the progress and outcome of any investigation to assure that any disclosure has been properly addressed unless legal reasons determine otherwise

Confidentiality

Confidentiality – will be maintained and every effort will be made not to reveal a member of staff's identity if they so wish. If however a member of staff makes an allegation frivolously maliciously or for personal gain, appropriate action, that could include disciplinary action, may be taken.

The Public Interest Disclosure Act 1998 seeks to protect employees from discrimination as a result of 'blowing the whistle' on their organisation, or individuals within it, through amendments to employment law.

- **If the setting receives a formal written complaint, Ofsted will be informed within 14 days by the setting manager that a complaint has been made.**
- **The manager and/or the parent committee will investigate all complaints and notify the complainant of the outcomes of the investigation within 28 days.**
- **A written record of all complaints and their outcomes (for at least three years) will be kept. Confidentiality will be maintained but, as required, we will provide Ofsted, on request, with a written record of all complaints within the specified period and the action taken as a result of each complaint.**

The following information will be recorded:-

- The name of the person making the complaint.
- The Early Years Foundation Stage requirement(s) to which the complaint relates.
- The nature of the complaint.
- The date and time of the complaint.
- Any action taken in response to the complaint.
- The outcome of the complaint investigation (for example, ways the service/setting has improved).
- Details of the information and findings that were given to the person making the complaint, including any action taken.
- Signatures.

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with me please contact Ofsted.

Ofsted produces guidance on concerns and childcare providers. This is available on the [Ofsted website](#) and provides guidance on the complainant's right to contact Ofsted.

Partnership.

We work in close partnership with all parents to meet the needs of their children, maintaining good communication between both parties. We expect that parents will immediately bring to the attention of the setting manager any aspect of the setting service they are not happy with so that every effort can be made to resolve the matter. Parents can make a complaint or concern verbally, or in writing.

It is a condition of Tickton Pre-school's and Play Pals registration to investigate all written complaints relating to the requirements of the Early Years Foundation Stage. The setting manager and/or committee member will notify the complainant of the outcome within 28 days of the receipt of the complaint.

As a setting we want to ensure that children are cared for correctly and that parents are confident in the abilities of the management team, key persons and the abilities of assistants. It is therefore vital that we have a transparent culture within our childcare setting - where everyone feels able to raise any concerns they may have.

Referring concerns to Ofsted.

- If a staff member feels unable to discuss the matter with the setting manager or committee member then they should refer the matter to Ofsted directly -
0300 1234 234
email enquiries@ofsted.gov.uk.
- Parents are encouraged to discuss any concerns they may have regarding their child's care with the setting manager. Alternatively, they are able to discuss them with Ofsted. Please see Parents complaint policy.
0300 1234 234
email enquiries@ofsted.gov.uk.
Or you can fill in an online complaints form at www.ofsted.gov.uk/onlinecomplaints.
- Parents 'Ofsted poster for complaints' that gives Ofsted contact details/information is displayed in our entranceway area.

This policy has been written following the guidance from the Surrey Early Years and Childcare Service on Whistle – Blowing.

We understand that whistle – blowing is an important aspect of safeguarding, where staff, volunteers and students are encouraged to share genuine concerns about a colleagues behaviour. We understand that this behaviour may not be child abuse, however the adult may not be following the code of conduct or could be pushing boundaries beyond normal limits.

We recognise that if a member of staff, volunteer or student raises concerns about a wrong doing are protected under the Public Interest Disclosure Act. The Act applies where a worker has a reasonable belief that their disclosure tends to show one or more of the following offences or breaches:

- A criminal offence,
- The breach of legal obligation,
- A miscarriage of justice,
- A danger to the environment, or
- Deliberate covering up of information tending to show any of the above.

We support measures that protect whistle-blowers from any form of victimisation. We have a procedure to ensure concerns are dealt with effectively and efficiently and will do all that we can to preserve the confidentiality of the person/s who has raised a concern.

All concerns will be treated with confidence and every effort will be made not to reveal a staff members, volunteers or students identity. However, while making all reasonable efforts to maintain the confidentiality of the concern, at a certain stage in the investigation it will be necessary to make the origins of the concern known to the person or persons the allegations is against. All concerns raised within the remit of the above procedure will be assessed to determine if the confidentiality extends to withholding the name of the complainant. There shall be a substantial reason for doing so, such as a real risk of personal harm.

The complainant should be aware however, that their identity may be revealed by inference.

We accept that deciding to report a concern can be very difficult and uncomfortable. If a member of staff, volunteer or student makes an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against him/her. If, however, a member of staff, volunteer or student makes an allegation frivolously, maliciously or for personal gain, disciplinary actions may be taken against them.