**Complaints / Allegation against a staff member**

It is extremely important that staff, students and volunteers avoid putting themselves in a situation which may lead to complaints or allegations against them. However, if a complaint or allegation is made against a member of staff, the following procedures apply.

**Who should parents complain to;**

Parents should inform the manager or supervisor of the setting if they have a complaint.

They can also contact OFSTED directly by telephone number **0800 123 1231**

Action to be taken for the staff member, student or volunteer;

The accused person will not be left alone at any time with children until investigations have cleared them of misconduct. In the case of an extremely serious allegation being made, then the staff member will be suspended without pay until further investigations are completed.

**Who to inform**

The parents of the child, the local area children's services and family support team, Ofsted and the registered person of the Pre-School, will be informed immediately without delay. advise will be sought and any recommendations implemented.

**Investigation Procedure;**

Internal investigations will be conducted by the manager, the registered person and may include other relevant parties. A written report of the accusation and the circumstances during which it was made will be sought from the accused person and from anyone nearby. Other staff may need to be involved if they have relevant information. If it considered appropriate and with parental involvement, the child may be gently asked about what happened, but this must be managed in such a way that it does not put pressure on, or cause upset to the child.

Any investigations will be implemented as soon as possible and all information fully recorded. Copies will be made available to the person concerned and to outside agencies if appropriate. Investigations may also be made by the police and child protection authorities.

A meeting will be arranged which may include the parents of the child, the manager, the registered person, someone from an outside agency and the accused person, where all the information gathered will be assimilated and discussed. A written report will be kept of this meeting and the outcome and shared with those who need to know.

Al l information will be kept confidential and only shared on a need to know basis to protect the people involved. Written reports will be kept in a locked file.

If a member of staff leaves our employment as a result of a child protection matter, we will inform Ofsted immediately and the local authority child protection unit.

**Children's Act regulations.**

You must investigate all complaints made in writing or in electronic form from parents where these relate to one or more of the national standards. You must provide the parent who made the complaint with an account of the finding and of any action taken as a result within 28 days. You must make a written record of complaints, any action taken and the outcome of any investigation, and provide a summary on request to any parent of a child for whom you act as a provider of childcare and Ofsted. Records must be retained for a period of 10 years from the date on which the record was made.

We acknowledge all the above and are aware of the procedure.

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