

D.P.S

Out of School Club

**Allegations Against
Staff Policy**

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Principle

DPS Out of School Club aims to provide the highest quality care and education for all children attending the setting. At the Out of School Club we aim to provide a warm welcome and caring environment within which all children can learn and develop as they play.

Policy Statement of Intent

Management of the Out of School Club endeavour to quickly and informally resolve complaints through discussion with the appropriate member of the setting staff. All complaints will be taken seriously and dealt with fairly and confidentially.

Procedure

Raising a Complaint

- If you have a complaint, you should not approach or accuse individuals directly or attempt to investigate the matter yourself.
- You should raise the complaint with your line manager (where the complaint is not directed at them) who will take note of the concern and then pass this information on as soon as is practically possible, to the appropriate designated investigating officer.
- If you do not feel comfortable or feel it is inappropriate to raise your complaint with your line manager, then you can approach the Chair who will take note of the complaint and then pass this information on as soon as is practically possible to the appropriate designated investigating officer, as follows:
 - The Chairperson/manager will investigate complaints of malpractice unless the complaint is against the Chairperson/manager or is in any way related to the actions of this Chairperson/manager. In such cases, the complaint should be passed to the Vice-Chair or Secretary (whichever is appropriate) who will nominate an appropriate investigating officer.
 - In the case of a complaint, which is any way connected with but not against the Vice-Chair or Secretary (whichever is appropriate), the Chairperson will nominate another committee member to act as the alternative investigating officer.
 - The complainant has the right to bypass the line management structure and take their complaint direct to the Chairperson. The Chairperson has the right to refer the complaint back to the line manager, if they feel that the line manager without any conflict of interest, can more appropriately investigate the complaint.
 - The complainant may invite a trade union representative to raise the matter on their behalf.

If the complainant is unsure whether to use this policy or wants independent advice at any stage, they may contact the independent charity 'Public Concern at Work' on

020 7404 6609. Their lawyers can give free confidential advice at any stage about how to raise concerns about serious malpractice at work.

If there is evidence of criminal activity (e.g. fraud), then the investigating officer should inform the police. The group will ensure that any internal investigation does not hinder a formal police investigation.

The Investigation

The investigating officer should follow these steps:

- Full details and clarification of the complaint should be obtained.
- The investigating officer should inform the person against whom the complaint is made as soon as is practically possible.
- The allegations should be fully investigated by the investigating officer with the assistance where appropriate of other individuals or bodies, eg Treasurer, auditor, police or 'Public Concern at Work' on 020 7404 6609.
- The investigating officer will make a judgement concerning the validity of the complaint. This judgement will be detailed in a written report containing the findings of the investigations and reasons for the judgement. The report will be passed to the Chairperson/Vice-Chair or Secretary as appropriate.
- The Chairperson/Vice-Chair will decide what action to take if the complaint is shown to be justified, and then they will invoke the disciplinary or other appropriate procedures.
- The complainant should be kept informed of the progress of the investigations and, if appropriate, of the final outcome.
- If appropriate, a copy of the outcomes will be passed to the Treasurer or the auditor. These outcomes may result in the group reviewing and updating their policies and procedures.
- If the complainant is not satisfied that their concern is being properly dealt with by the investigating officer, they have the right to raise it in confidence with another committee member, or one of the designated persons described above.
- If the investigation finds the allegations unsubstantiated and all internal procedures have been exhausted, but the complainant is not satisfied with the outcome of the investigation, the group recognises the lawful rights of employees and ex-employees to make disclosures to organisations and individuals detailed in the Public Interest Disclosure (Prescribed Persons) (Amended) Order 2012.

All Allegations Against Staff

- DPS Out of School Club ensures that all parents know the complaints policy if they have concerns regarding the behaviour or actions of staff within the setting.
- DPS Out of School Club will follow the guidance of the Health and Social Care Trust when responding to any complaint that a parent/carer has put forward.
- DPS Out of School Club will respond to any disclosure by children or staff that abuse by a member of staff within the setting, by first recording the details of any such alleged incident.
- Management will refer any such complaint immediately to the Gateway team and the link social worker to investigate. DPS Out of School Club is aware that it is an offence not to do this.
- The Management of DPS Out of School Club will co-operate fully with any investigation carried out by the Gateway team/Early Years Team.
- Where the management team and Health and Social Care Trust agree it is appropriate in the circumstances, management will suspend the member of staff, for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place, but is to protect the staff as well as the children and families throughout the process.

Disciplinary action

- Where a member of staff has been dismissed due to engaging in activities that caused concern for the safeguarding of children, management will notify Gateway/Early Years and the Independent Safeguarding Authority of relevant information so that individuals who pose a threat to children (and vulnerable adults), can be identified and barred from working with these groups.

Monitoring

This policy will be reviewed annually by the management team to ensure it remains fit for purpose.

This policy was adopted by DPS Out of School Club management team.

Signed:
(on behalf of the management team)

Position:

Date:

Reviewed on:

Date: 29/6/18 Signed:

Date: June 2019 Signed:

Date: Signed: