

**Cranmore and Doulting Pre-School**

**Whistle Blowing and Complaint’s Policy**

Whistle blowing encourages and enables employees and committee volunteers to raise serious concerns within our organization (Cranmore and Doulting Pre-school), rather than overlooking a problem or ‘blowing the whistle outside’. With that commitment we expect employees and others that we deal with, who have serious concerns about aspects of our work to come forward and voice their concerns.

By using this policy we aim to:

- Provide avenues for relevant parties to raise concerns in confidence and receive feedback on any actions taken.

- Ensure that they receive a response to their concerns and that if they are aware of how to pursue them if they are not satisfied.

- Reassure them that they will be protected from possible reprisals or victimization if they have a reasonable belief that they have made a disclosure in good faith.

We recognize that the decision to report a concern can be a difficult one to make. If what is being said is true, there should be nothing to fear because the relevant party will be doing their duty to their employer and those that we provide a service for. All concerns will be treated in confidence and every effort will be made not to reveal the identity of the whistle blower if they so wish. At the appropriate time, however, they may need to come forward as a witness.

We are committed to good practice and high standards and want to be supportive of employees. We will not tolerate any harassment or victimization and will take appropriate action to protect their staff when they raise a concern. Any investigation into allegations of potential malpractice will not influence or be influenced by any disciplinary or redundancy procedures that already affect the staff.

The policy encourages the staff however to put their name to the concern whenever possible. Please note that:

- Staff/volunteers must disclose the information in good faith.

- Staff/volunteers must not act maliciously or make false allegations.

- Staff/volunteers must not seek any personal gain.

If an allegation is made in good faith, but it is not confirmed by the investigation, no action will be taken against the person who made the disclosure. If, however, an allegation is made frivolously, maliciously or for personal gain, disciplinary action may be taken against the informant.

The whistle blowing and complaints policy is intended to cover all concerns, these include:

- Safeguarding / child protection concerns ( please also see safeguarding and online safety policy).

- Conduct which is an offence or breach of law.

- Conduct which is offensive to others.

- Health and safety risks, including risks to the children, parents/carers as well as other members of staff.

- Damage to the environment.

- The unauthorized use of funds.

- Possible fraud and corruption.

- Other unethical conduct.

**How to raise a concern or complaint**

As a first step the concern should be raised either verbally or in writing to the pre-school leader. This may depend, however on the seriousness and sensitivity of the issues involved who is suspected of malpractice. For example, if it is believed that the pre-school leader is involved, this should be taken to the Chairperson of the committee.

Staff/volunteers who wish to make a written report are invited to use the following format:

-The background and history of the concern (giving relevant dates).

- The reason why they are particularly concerned about the situation.

If a concern is raised immediately after it happens, the easier it becomes to take action. The whistle blower will not be expected to prove beyond doubt the truth of the allegation, but will need to demonstrate to the person contacted that there are reasonable grounds for concern. It could be that the person noticing the issue may wish to consider discussing the concern with a colleague first or may find it easier to raise the matter if there are two (or more) people who have the same experience or concerns. It is also possible to invite a professional representative or a friend to be present during any meetings or interviews in connection with the concerns that have been raised.

We will respond to any concerns using the guidelines within this policy and procedure. We hope this will satisfy the relevant parties especially with regard to any action taken. If this does not answer the concerns, and it is felt that it is right to take the matter further, the following are possible contact points.

- Ofsted (www.ofsted.gov.uk)

- Your local Safeguarding board ( Somerset Direct 0300 123 2224)

- The police.

If the matter is taken out the pre-school, it should be ensured that no confidential information is disclosed.

This policy was adopted by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name of provider)

On \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date)

Date to be reviewed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date)

Signed on behalf of the provider \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of signatory \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Role of signatory (eg. Chair, director or owner)