**Humptys House Pre-School &**

**Kool Kidz Club**

**Allegation Procedure**

If any mum, dad, carer or colleague has an issue involving another colleague for group as a whole they should:

In the first instance raise the issue with either the team leader or duty manager.

* **\***See **15a** “Whistle Bowing” Policy

**Any accusations will be dealt with, as a priority and every endeavour will be made to resolve any issue within 28 working days.**

If any mum, dad, carer or colleague feels unwilling or unable to raise the matter in this way, they can approach either:

* The proprietor Vikki Hathaway-porter in person or contact her on 01305 780857
* Contact Ofsted on 0300 123 1231 Open Mon – Fri – 8am to 6.45pm
* DSCB (Dorset Safeguarding Children’s Board)
* 2nd Floor The Old House
* Monkton Park
* Winterborne Monkton
* Dorchester DT1 9PS 01305 221196
	+ infor@dorsetsch.co.uk

Any allegation must be received in writing, then the issues raised will be dealt within the following appropriate framework and a record of the allegation and outcome will be kept.

Should the matter not be resolved through discussion, the issue will be brought to the attention of the Proprietor who will meet with all parties involved.

If the matter raised concerns a general or policy issue, it will be reported to the management team for consideration.

Should the matter remain unresolved following the above procedure it will be referred to a specially convened panel consisting of the Proprietor, Management team and an independent expert (e.g. a representative of the EYD & CU if appropriate). The allegation should be submitted along with any written correspondence to the panel and the person making the allegation will be given the opportunity to address the panel with any additional information.

At all points through these processes all parties involved will be kept informed of the progress and the group will inform Ofsted of the outcome if they have been involved.