



## Kidsize Club Ltd Whistleblowing Policy

Kidsize Club Ltd will not accept or condone any behaviour by staff, visitors or other adults associated with the Club that is contrary to the Club's Aims and Objectives, Policies and Procedures. We will actively encourage and support the reporting of such behaviour. We will do this by:

- Promoting an environment of mutual respect, trust and open communication.
- Promoting an environment that is free from bullying, harassment and discrimination.
- Treating everyone equally and fairly, with dignity and respect and by valuing individual differences.
- Ensuring that the quality of the work of each staff member is effectively monitored as well as the work of the Club as a whole, through regular appraisals.
- Ensuring that procedures are in place for reporting unacceptable behaviour/practices, and that they are reviewed annually.
- Actively supporting staff who 'blow the whistle' both during the investigation and after: this will be in line with the relevant legislation. We will do this through keeping them up to date with what's happening and offering counselling/support sessions.
- Staff are encouraged to use staff meetings to plan activities and discuss views so any conflict can be managed away from the children.

Kidsize Club Ltd is committed to the highest standards of openness, probity and accountability. If a member of staff discovers evidence of malpractice or wrongdoing within the Club they can disclose this information internally without fear of reprisal.

Kidsize Club Ltd policy is intended to cover concerns such as:

- Financial malpractice or fraud
- Failure to comply with a legal obligation
- Dangers to health and safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour

This policy should not be used to question business decisions made by the Club, or to raise any matters that are covered under other policies (eg discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the Child Protection policy. Any concerns relating to the employment conditions of an individual member of staff should be raised according to the procedures set out in the Staff Grievance policy.

### **Raising a concern**

Ideally the staff member should put his or her allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and the reason why they are concerned about the situation. In the first instance concerns should be taken to the Club's manager. If, due to the nature of the problem, this is not possible, the staff member should then raise it the Care Inspectorate. Ultimately, with the police (if a crime is thought to have been committed). If the member of staff is still uncertain about how to proceed with the concern, he or she can contact the whistle-blowing charity PCAW (Public Concern at Work) for advice.

### **Responding to a concern**

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies. If the initial meeting does not resolve the concern, further investigation is required. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten

working days where feasible, or if this is not possible, giving a date by which the final response can be expected. The formal response to the complaint from the Club will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation. The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Club's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate. Either party may need to consider consulting an external mediator who is acceptable to both parties and will offer support and advice. The mediator must ensure discussions are kept confidential. If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Club's response will be passed to the Company Director who will adjudicate the case. A formal record of all meetings should be taken and made available for those concerned should they wish to see them. The Company Director will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 15 – 28 working days. At any stage the parent / carer is unsatisfied with the response or concerned about children's welfare they can make a complaint to Care Inspectorate.

If the Manager has good reason to believe that the situation has child protection implications, they will contact the local social care department, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

### **Making a Complaint to Care Inspectorate**

Any parent/carer can, at any time, submit a complaint to Care Inspectorate about any aspect of registered childcare provision. Care Inspectorate will consider and investigate all complaints received that are in breach of the relevant statutory requirements. For information on Care Inspectorate complaints process visit: <https://www.careinspectorate.com/index.php/complaints>

Complain directly to the Care Inspectorate by either:

- filling in their [complaints form online](#)
- calling them on 0345 600 9527
- emailing them at [concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot)

### **Rights and responsibilities of the complainant**

All concerns will be treated in confidence and the Club will make every effort not to reveal the identity of anyone raising a concern in good faith. At the appropriate time, however, the complainant may need to come forward as a witness.

### **Contact information**

Care Inspectorate, Aberdeen: Tel: 0345 600 9527 enquiries@careinspectorate.com

PCAW (Public Concern at Work): 020 7404 6609 (website: [www.pcaw.org.uk](http://www.pcaw.org.uk))

Related policies Staff Grievance policy, Child Protection Policy.

**This policy was adopted by:** Corinne Millar

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**By:** Jenna Millar

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**By:** Jenna Millar

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