

YESICARE - Complaints Policy

Allegation made against me or a member of my family, or anyone living or working in my home

If an allegation is made against me or a member of my family, or anyone working in my setting (whether that allegation relates to harm or abuse committed on the premises or elsewhere) I must report it to:

- To the LADO (Local Authority Designated Officer), following the Brent Safeguarding Partnerships procedures. **0208 937 4300 option 1** within 24 hours of the allegation being made – I will then follow up this call, by filling out the LADO referral form and sending it off to Family.FrontDoor@brent.gov.uk

LADO Referral Form:

https://brentsafeguardingpartnerships.uk/children/article.php?id=468&menu=3&sub_menu=17

- I will report it to Ofsted as soon as reasonably practicable (within 24 hours), but with any event within 14 days. <https://www.gov.uk/guidance/report-a-serious-childcare-incident> / **0300 123 4666**. I will also notify OFSTED of the action taken in respect of the allegations. These notifications must be made within 24 hours of the allegations being made.
- I will also contact my insurance provider.

The LADO will discuss the allegation with the childminder and establish if it is alleged that a volunteer or member of staff has:

- behaved in a way that has harmed a child, or may have harmed a child; or
- possibly committed a criminal offence against or related to a child; or
- behaved in a way that indicates s/he is unsuitable to work with children

Any LADO enquiries should be directed to the email address below and will be responded to within one working day family.frontdoor@brent.gov.uk

Information for staff who face an allegation can be found here:

https://media.inzu.net/f9e1fab6a6c10d044839fb1bee0a4704/mysite/articles/468/7_AAPPamphlet2015.pdf

If I recruit any assistants I will follow Brent's Children's Safeguarding Boards safer recruitment guide:

<https://brentsafeguardingpartnerships.uk/children/article.php?id=469&template=solo>