

Guidance Supporting **SG7** Record of Allegation, Suspicion or Concern

Responding to an allegation or a cause for concern about the unsuitability of a member of staff.

Every allegation, whether made by a child, young person, parent, carer or another member of RBC must be taken seriously and treated in accordance with government guidelines.

1. Record the name and position of person against whom the allegation or complaint has been made.
2. Verbal complaints should be backed up in writing by the complainant if appropriate; some may require immediate action that does not allow time for this to happen.
3. It is important to identify who made the complaint and whether it was received first hand or is a concern that is being passed on from somebody else. If this is the case it is better that you receive the information first hand.

It is possible that if a parent, carer or a member of staff in your setting makes a complaint against you or your organisation, it will probably be made directly to Children's Services or the Police, in which case the agency concerned will contact you directly.

4. Record the relationship of the complainant to the child/young person if any
5. If known record the full name, age and date of birth of the child/young person.
6. If known the address recorded should be the address at which the child/young person lives with the main carer.
7. If there are one or more alleged incidents, be as specific as possible including the dates that they are alleged to have occurred.
8. Summarise the complaint on the form.

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9. Any other relevant information should be factual. It will be useful if you can confirm things such as the level of contact that the worker/volunteer has with the child and any other minor concerns that have been raised previously.

Do not attempt to investigate the complaint yourself.

10. If the allegation crosses the threshold (Refer to **SG3**) Contact the Access Centre and LADO in accordance with procedures (Refer to **SG4** and **SG5**)

11. Record the time and date when contact with the Access Centre and LADO was made and what actions they advise.

12. Record your details.

13. Sign the form.

14. Include the date when the form was completed. If the information is reviewed an accurate record of the sequence of events is crucial.

When completed the form should be stored in a confidential file.