



# Adult Learning Kirklees

## Managing Allegations

### 2022-2024

Adult Learning Kirklees is part of Kirklees Council and as such follows all KC policies, procedures and guidance.

All policies will be reviewed annually by the ALK Advisory Board unless there are in year changes required according to legislation or policy change.

Providers will be made aware of any new policies or changes to inform and amend their own policies and guidance. Policies highlighted will need to be reviewed and revised by the provider annually.

Policies created by: Jeanette Palmer Nina Barnes	Date Created: July 2022	Date of Renewal: July 2024
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## Complaints, Compliments and Whistleblowing

All children, young people and adults at risk, their parents or carers and staff or volunteers have a right to complain or compliment your service and this should be actively communicated to all. In addition, staff should be clear on what they should do if they have concerns about a colleagues' practice or behaviour.

The campaign 'See Me and Care' focuses on dignity issues for older people and other groups of people who may be vulnerable, for example people with learning or physical disabilities that rely on care and support from health and social care workers. For more information visit [www.kirklees.gov.uk/seemeandcare](http://www.kirklees.gov.uk/seemeandcare)

### A complaint (see complaints policy) should clearly set out:

- How a complaint can be made and to whom.
- What action will be taken to investigate and resolve the complaint.
- What the person making the complaint should do if they are not happy with the outcome.

### A compliment should make clear:

- Where a compliment should be directed (i.e., to the individual concerned or their line manager).
- What gifts or value of gifts are acceptable to give to an individual staff member or volunteer.
- What gifts or value of gifts is acceptable to give to the organisation.
- What alternatives there are if someone wishes to make a sizeable donation, for example, where the organisation is not a registered charity.

A whistleblowing policy is different from a complaint in that it is specifically for staff or volunteers who have a specific concern about another staff member, volunteer, or managers practice or behaviour. A whistleblowing policy should include:

- A statement about the values of the organisation in protecting any person wishing to 'blow the whistle'.
- How to 'blow the whistle'.
- What to do if the concern is about a manager.
- What the process of addressing concerns is.
- What the person with the concern should do if they do not feel the matter is being dealt with correctly.

## Managing allegations

All organisations that work with children and adults at risk should have a procedure for allegations made against staff. The procedure should be followed when an allegation is made that a member of staff or volunteer has:

- Behaved inappropriately towards a child and adult at risk in a way that has harmed or may have harmed them; or
- Committed or possibly committed a criminal offence against a child/adult at risk or related to a child/adult at risk; or
- Behaved in a way towards a child or adults at risk that indicates that they are unsuitable to work with them.

All local authorities have a Local Authority Designated Officer (LADO) whose role it is to give guidance and advice to all employers, including the voluntary sector, where allegations have been made against staff relating to children. The LADO liaises with the police and makes sure issues are dealt with as swiftly and as fairly as possible.

The LADO only undertakes work in relation to children. Where an allegation has been made against a member of staff relating to an adult at risk, this must be reported to Gateway to Care on 01484 414933.

You should make sure that your organisation understands the process for managing allegations against staff and communicates this to all staff and volunteers. This process must be followed even if you terminate their contract or they resign.

KSCB provides training for managers on 'Managing Allegations' as part of the "Safeguarding Skills for Managers" course. The course is free and can be accessed at [www.kirkleessafeguardingchildren.com](http://www.kirkleessafeguardingchildren.com)

KSAB runs a course called 'The Role of the Concerns Manager' Further information and booking details can be found at: [www.kirklees.gov.uk/beta/adult-social-care-providers/pdf/safeguarding-adults-training.pdf](http://www.kirklees.gov.uk/beta/adult-social-care-providers/pdf/safeguarding-adults-training.pdf)

Managers should also refer to the West Yorkshire Consortium Safeguarding Children Procedures 'Allegations against Persons who work with Children'. This can be found on the KSCB website [www.kirkleessafeguardingchildren.com](http://www.kirkleessafeguardingchildren.com)

Where the allegation against staff relates to adults at risk Managers/Management Committee members should read the West Yorkshire Multi-Agency Safeguarding Adults Policy and Procedures. <https://www.kirklees.gov.uk/beta/adult-social-care-providers/pdf/ksab-safeguarding-adults-policy-procedures.pdf>