

Protocol for communication when allegations made in school

1. Where an allegation or concern is raised about a child it is critically important that the parent/carer is advised immediately.
2. The headteacher or manager of setting will contact parent or carer of child and arrange to meet, wherever possible by then end of the school day.
3. At the meeting, the head or manager will inform the parent that there has been an allegation or concern raised about their child and will give brief details of what has allegedly happened.
4. If the incident concerns a member of staff, this should be shared however it must be made clear that the name of the staff member involved will not be disclosed.
5. The parent should be assured that the allegation will be thoroughly investigated and that they will be informed of the outcome. Wherever possible, an indicative timescale for the investigation should be given.
6. The headteacher or manager should give the parent/carer the opportunity to ask any questions, being mindful that the identity of any staff member should not be disclosed.
7. A letter containing the information shared should be prepared in advance of the meeting and given to the parent at the conclusion of the meeting to provide a written confirmation of the position.
8. Parents should be updated on a regular basis to reassure progress.
9. Once the matter is concluded, the headteacher or manager should again contact the parent/carer to share the outcome with written confirmation of the outcome being provided at the end of the meeting.
10. Correspondence should be recorded in the pupil file and where a staff member is involved, copied to HR case management for appropriate recording.