GEMS TINEY HOME NURSERY

HOME FROM HOME CHILDCARE

Whistleblowing and Raising Concerns Policy

Purpose and who can speak up

Gems tiney Home Nursery encourages staff, volunteers, parents, contractors and others to report unsafe practice or wrongdoing. Gemma Bayley takes concerns seriously and does not tolerate retaliation. You do not need proof before raising a reasonable concern and may report externally without first using an internal process.

This policy covers matters such as child abuse or neglect, failures in safeguarding, unsafe care, fraud, legal breaches, sexual harassment and concealment of wrongdoing. An ordinary disagreement or reputational embarrassment is not automatically statutory whistleblowing. Personal employment grievances normally follow the grievance procedure, unless they also concern wrongdoing in the public interest.

Immediate safeguarding action

Call 999 where anyone is in immediate danger. Refer concerns about a child directly to Surrey Children's Single Point of Access on 0300 470 9100, or the out of hours Emergency Duty Team on 01483 517898. Contacting Gemma or tiney must not delay necessary action.

Allegations about an adult working with children are referred promptly to Surrey LADO under local procedures: 0300 123 1650 option 3 or LADO@surreycc.gov.uk. Do not investigate an allegation yourself, confront the subject or seek a child's repeated account. Record factual information and the child's own words where relevant and follow statutory advice.

Reporting routes

Where appropriate, tell Gemma Bayley in person or in writing, giving what happened, dates, people involved, the risk and any supporting information already lawfully available. If Gemma is implicated, unavailable, fails to act or you feel unable to approach her, use an external route directly.

Contact tiney through its current safeguarding or complaints route in the app or agency guidance. Tiney is the setting's childminder agency. Children's social care, LADO and police have separate statutory roles and can be contacted directly. Concerns about tiney itself or matters within Ofsted's remit may be raised with Ofsted through its published complaints or whistleblowing channels.

The NSPCC Whistleblowing Advice Line offers advice about child welfare and safeguarding failures: 0800 028 0285 or help@nspcc.org.uk. Acas or Protect can advise about employment rights and protected disclosures. Choose an external body with responsibility for the issue; legal protection depends on the circumstances and reporting route.

Protection and confidentiality

Workers may have statutory protection under the Employment Rights Act 1996, as amended, where they reasonably believe a disclosure shows qualifying wrongdoing, reasonably believe it is in the public interest and use an appropriate reporting channel. Statutory worker protection does not automatically cover every volunteer, parent or visitor, but our commitment to respectful treatment and no retaliation applies to everyone raising a genuine concern.

A concern is not malicious simply because it is mistaken or not substantiated. We do not threaten discipline for a reasonable report. Deliberately fabricated information may be considered separately and fairly; this must not deter lawful disclosures.

Information is shared only as needed to assess risk, make referrals, investigate fairly or meet legal duties. We cannot promise absolute confidentiality or anonymity, but explain foreseeable limits where possible. Anonymous concerns are assessed on their information and risk; lack of a name is not a reason to ignore them.

Response and follow up

Gemma acknowledges and records concerns promptly where contact details are available, assesses immediate safety and makes required referrals. Where the concern involves Gemma, the external body handles the matter independently. Internal inquiries do not obstruct police, LADO or social care activity.

We agree a suitable route and indicative timescale, keep the person informed where possible and record decisions, reasons and corrective action. Feedback respects the privacy of children and others; full investigation details may not be shareable. Records are secure and retained under our Retention Policy.

If no adequate response is received or risk continues, escalate to the relevant statutory body or seek independent advice. Nothing in this policy prevents protected disclosures, police reports, safeguarding referrals or lawful access to advice. Gemma reviews the policy annually and following significant concerns. References: GOV.UK whistleblowing guidance for workers and employers; NSPCC whistleblowing advice; Surrey safeguarding procedures; current EYFS.

Policy owner: Gemma Bayley
Reviewed: November 2026
Next review due: November 2027