



Whistleblowing Policy

The Jack & Jill Nursery understand that whistleblowing is an important aspect of safeguarding, where staff, volunteers and students are encouraged to share genuine concerns about a colleague's behaviour in an open and honest way.

We recognise that if a member of staff, volunteer or student raises concerns about a wrong doing to the Nursery management or to another organisation they are protected under the Public Interest Disclosure Act 1998. The Act applies where a worker has a reasonable belief that their disclosure tends to show one or more of the following offences or breaches:

- A criminal offence has been committed, is being committed or is likely to be committed
- The breach of legal obligation: a person has failed, is failing or is likely to fail to comply with any legal obligation to which he or she is subject. This includes non-compliance with policies and procedures, breaches of EYFS and/or registration requirements.
- An injustice has occurred, is occurring or is likely to occur
- The health and safety of any individual has been, is being or is likely to be endangered
- The working environment has been, is being or is likely to be damaged
- That information tending to show any matter falling within any one of the preceding clauses has been, is being or is likely to be deliberately concealed

There are 3 stages to raising concerns as follows:

1. If staff wish to raise or discuss any issues which might fall into the above categories, they should normally raise this issue with their line manager/deputy designated safeguarding lead.
2. Staff who are unable to raise the issue with their line manager/deputy designated safeguarding lead should raise the issue with their manager/designated safeguarding lead.
3. If staff are still concerned after the investigation, or the matter is so serious that they cannot discuss it with a line manager, they should raise the matter with again Susannah Townley.

After a concern has been raised, the manager/line manager will decide how to respond in a reasonable and appropriate manner. Normally this will involve making internal enquires first, but it may be necessary to carry out an investigation.

Whilst it is hoped that such disclosures will never be necessary, the setting management recognises that it may find itself in circumstances which are new to it. Each case will be treated on its own merits.

Managers' responsibilities

Managers/line managers notified of concerns under this policy are expected to:

- ensure that concerns raised are taken seriously;
- treat the matter in confidence, within the parameters of the case;
- where appropriate, investigate properly and make an objective assessment of the concern;
- keep the person raising the concern updated with progress, without breaching confidentiality;
- ensure that the action necessary to resolve a concern is taken;
- take appropriate steps to ensure that the employee's working environment and/or working relationship is/are not prejudiced by the fact of disclosure.

The Jack & Jill Nursery support measures that protect whistle-blowers from any form of victimisation. We have a procedure to ensure concerns are dealt with effectively and efficiently and will do all that we can to preserve the confidentiality of the person who has raised the concern.

If a member of staff, volunteer or student has a concern the procedure below should be followed:

- Raise concern with the Manager/Deputy Manager/ DSL/DDSL immediately (dependent upon the seriousness and sensitivity of the concern and who is suspected of the wrong doing).
- Concerns can be verbal or written. If verbal, then the person who the concern has been raised to, will make a written record, which the whistle-blower will be asked to sign to confirm the accuracy.
- Details of the concern should include the background, history, names, dates and places and reason for the disclosure. When raising a concern the whistle-blower needs to demonstrate that they have an honest and reasonable suspicion that malpractice has occurred, is occurring or is likely to occur.
- The Manager/Deputy Manager/DSL/DDSL will respond to the concern, by carrying out an initial enquiring to decide if an investigation should take place.

- If the concern falls within the offences/breaches as listed previously these will be referred for consideration under those procedures.
- Concerns may be resolved by agreed actions without the need for investigation.
- If urgent action is required, this will be taken before any investigation is carried out.
- The Jack and Jill Nursery will explain to the whistle-blower how the concerns will be dealt with within 10 working days of the concern. The whistle-blower will also be informed of the outcome of any investigation.

All concerns will be treated with confidence and every effort will be made not to reveal a staff member, volunteer or student's identity. However, while making all reasonable efforts to maintain the confidentiality of the concern, at a certain stage in the investigation it will be necessary to make the origins of the concern known to the person/s the allegations is against.

All concerns raised within the remit of the above procedure will be assessed to determine if the confidentiality extends to withholding the name of the complainant. There shall be a substantial reason for doing so, such as a real risk of personal harm.

The complainant should be aware however, that their identity may be revealed by inference.

The Jack and Jill Nursery accept that deciding to report a concern can be very difficult and uncomfortable. If a member of staff, volunteer or student makes an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against him/her. If, however, a member of staff, volunteer or student makes an allegation frivolously, maliciously or for personal gain, disciplinary actions may be taken against them.

If an employee, volunteer or student, feels that the matter cannot be discussed with the manager/deputy manager or they are not satisfied with the outcome of any managerial investigation, then they can contact:

LADO (Local Area Designated Office) on 0300 123 1650 or LADO@surreycc.gov.uk.

NSPCC whistleblowing advice line on 0800 028 0285. (Mon-Fri 8am to 8pm and Weekends 9am to 6pm). Email: help@nspcc.org.uk

Ofsted complaints guidance – www.gov.uk/government/organisations/ofsted/about/complaints-procedure

General guidance on whistleblowing – www.gov.uk/whistleblowing

This policy was updated on 25th July 2026 by Susannah Townley, Manager.

This policy is due to be reviewed on 26th July 2027.