

17: Whistleblowing (Reporting of wrongdoing)

The staff and management at Superkids seek to run all aspects of Superkids business and activity with full regard for high standards of conduct and integrity. In the event that members of Superkids staff, parents or management become aware of activities which give cause for concern, Superkids has established the following whistleblowing policy, or code of practice, which acts as a framework to allow concerns to be raised confidentially without fear of reprisal and provides for a thorough and appropriate investigation of the matter to bring it to a satisfactory conclusion.

Throughout this policy, the term whistle blower denotes the person raising the concern or making the complaint.

Superkids is committed to tackling fraud and other forms of malpractice and treats these issues seriously. Superkids recognises that some concerns may be extremely sensitive and has therefore developed a system which allows for the confidential raising of concerns within the setting environment but also has recourse to an external party outside the management structure of the school.

Superkids is committed to creating a climate of trust and openness so that a person who has a genuine concern or suspicion can raise the matter with full confidence that the matter will be appropriately considered and resolved. The provisions of this policy apply to matters of suspected fraud and impropriety and not matters of more general grievance which would be dealt with under Superkids grievance procedures.

When might the whistle blowing policy apply?

- child protection concerns relating to other members of staff
- abuse of position
- decision-making for personal gain or failing to comply with legal obligations
- inappropriate use of Superkids assets or funds / financial malpractice or fraud
- any criminal activity
- Improper conduct or unethical behaviour
- Dangers to health and safety or the environment
- serious breaches of Superkids procedures which may advantage a particular party (for example tampering with documentation, failure to register a personal interest).

This policy should not be used to question business decisions made by the Club, or to raise any matters that are covered under other policies (e.g., discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the **Safeguarding Children policy**. Any concerns relating to the employment conditions of an individual member of staff should be raised according to the procedures set out in the **Staff Grievance policy**.

What action should the whistle blower take?

Raising a concern.

Ideally the staff member should put his or her allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and the reason why they are concerned about the situation.

In the first instance concerns should be taken to the Club's manager to allow those managers in positions of responsibility and authority the opportunity to right the wrong and give an explanation for the behaviour or activity.

Superkids has designated a number of individuals to specifically deal with such matters and the whistle blower is invited to decide which of those individuals would be the most appropriate person to deal with the matter.

- Line Manager and DSL – **The Club Manager**
- Director / Registered Person – **Jo Murray, 07732 305454**

The whistle blower may prefer to raise the matter in person, by telephone or in written form

marked private and confidential and addressed to one of the above-named individuals. All matters will be treated in strict confidence and anonymity will be respected wherever possible. The whistle blower can also contact the Local Authority Designated Officer (LADO).

If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

- Ofsted (if it concerns the safe and effective running of the club)
- LADO or LSCB (if it concerns a child protection issue and is not already covered by the procedure set out in the Clubs Safeguarding Children Policy)
- Ultimately, with the police (if a crime is thought to have been committed).
-

Where a staff member feels unable to raise an issue with their employer, or feels that their genuine concerns are not being addressed, other channels are open to them:

• **NSPCC** whistleblowing advice line is available. Staff can call 0800 0280285 – 08:00 to 20:00, Monday to Friday and 09:00 to 18:00 at weekends. The email address is: help@nspcc.org.uk.

Alternatively, staff can write to: National Society for the Prevention of Cruelty to Children (NSPCC), Weston House, 42 Curtain Road, London EC2A 3NH.

• **Ofsted** provides guidance on how to make complaints about a childcare provider: Complaints procedure - Ofsted - GOV.UK (www.gov.uk).

• **General guidance** on whistleblowing can be found via: Whistleblowing for employees.

In addition, information and advice can be obtained from the charity Protect (formerly Public Concern at Work). This charity offers free legal advice in certain circumstances to people concerned about serious malpractice at work. Their literature states that matters are handled in strict confidence and without obligation. Contact details for the charity are Telephone number 020 3117 2520 or seek further information from website <https://protect-advice.org.uk>

Responding to a concern / How will the matter be progressed?

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies.

The individual(s) in receipt of the information or allegation (called the investigating officer) will carry out a preliminary investigation. This will seek to establish the facts of the matter and assess whether the concern has foundation and can be resolved internally. The initial assessment may identify the need to involve third parties to provide further information, advice or assistance, for example involvement of other members of Superkids staff, legal or personnel advisors, the police, local authority.

Records will be kept of how the investigation was undertaken, conclusion and actions taken throughout the investigation. The investigating officer(s) will consider how best to report the findings and what corrective action needs to be taken. This may include some form of disciplinary action or third-party referral such as the police.

The whistle blower will be informed of the results of the investigation and the action taken to address the matter within ten working days where feasible, or if this is not possible, giving a date by which, the final response can be expected. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and who to contact if the member of staff is unhappy with the response and wishes to take the matter further.

Depending on the nature of the concern or allegation and whether or not it has been substantiated, the matter will be reported to Ofsted and the Local Authority.

If the whistle blower is dissatisfied with the conduct of the investigation or resolution of the matter or has genuine concerns that the matter has not been handled appropriately, the concerns should be raised with the investigating officer(s).

Respecting confidentiality of the Whistleblower

Wherever possible Superkids seeks to respect the confidentiality and anonymity of the whistle blower and will as far as possibly protect him/her from reprisals. At the appropriate time, however, the member of staff may need to come forwards as a witness. Superkids will not tolerate any attempt to victimise the whistle blower or attempts to prevent concerns being raised and will consider any necessary disciplinary or corrective action appropriate to the

circumstances.

Raising unfounded malicious concerns

Individuals are encouraged to come forward in good faith with genuine concerns with the knowledge they will be taken seriously. If individuals raise malicious unfounded concerns or attempt to make mischief, this will also be taken seriously and may constitute a disciplinary offence or require some other form of penalty appropriate to the circumstances.

If a member of staff raises a concern in good faith which is then not confirmed by the investigation, no action will be taken against that person.

Conclusion

Existing good practice within Superkids in terms of its systems of internal control both financial and non-financial ensure that cases of suspected fraud or impropriety rarely occur. This whistleblowing policy is provided as a reference document to establish a framework within which issues can be raised confidentially, internally and if necessary, outside the management structure of the setting. This document is a public commitment that concerns are taken seriously and will be actioned.

Related policies : *Staff Grievance and Child Protection* policy.

Contact information

- LADO (Local Authority Designated Officer):
- LSCB (Local Safeguarding Children Board):
- Ofsted: 0300 123 1231
- Protect (*formerly Public Concern at Work*): 020 3117 2520
(website: <https://protect-advice.org.uk>)
- NSPCC **Whistleblowing Advice Line** [0800 028 0285](tel:08000280285) or email help@nspcc.org.uk

This Policy is adopted by: Superkids Club Ltd	Signed by: (Director) Jo Murray
Issue Date: 02/01/2026	Review Date: September 2026

Written in accordance with Whistleblowing for employees.

<https://www.gov.uk/whistleblowing>

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare requirements: Whistleblowing [3.7, 3.8]*