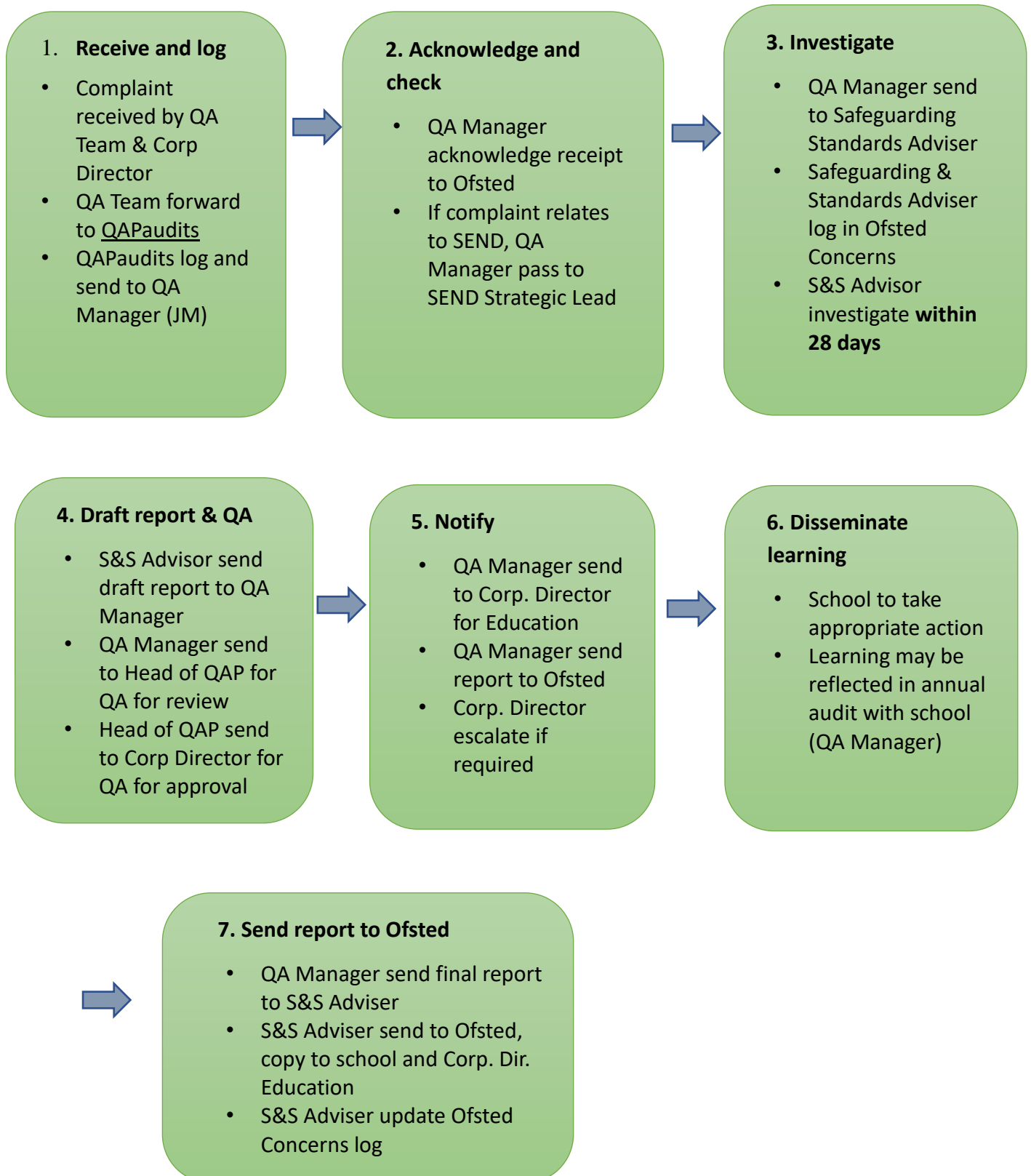


Procedure for investigation of safeguarding complaints notified by Ofsted (where no individual is named)

(Text version on following page)



Text version:

1. Receive and log complaint

- Complaint received from Ofsted by QA Team & Corp Director
- QA Team forward to QAPaudits
- QAPaudits log and send to QA Manager (JM)

2. Acknowledge and check route

- QA Manager acknowledge receipt to Ofsted
- If complaint does not relate to Safeguarding in Education, QA Manager pass to SEND Strategic Lead

3. Investigate

- QA Manager send complaint to Safeguarding Standards (S&S) Adviser
- Safeguarding & Standards Adviser log in Ofsted Concerns
- S&S Advisor investigate **within 28 days**

4. Draft report & Quality Assure

- S&S Advisor draft report and send to QA Manager
- QA Manager send to Head of QAP for QA for review
- Head of QAP send to QA Consultant for approval

5. Notify

- QA Manager send final report to Corp. Director for Education
- QA Manager send report to Ofsted
- Corp. Director escalate if required

6. Disseminate learning

- School to take appropriate action
- Learning may be reflected in annual audit with school (QA Manager)

7. Send report to Ofsted

- QA Manager send final report to S&S Adviser
- S&S Adviser send to Ofsted, copy to school and Corp. Dir. Education
- S&S Adviser update Ofsted Concerns log