

# Process for handling Ofsted Safeguarding Complaints

The flowchart sets out the process to be followed when a complaint has been made to Ofsted regarding a named child in a named educational establishment



#### Managing Ofsted Safeguarding Complaints

#### 1. Receive

- Received by QA Team & Corp Director
- QA Team forward to QAPaudits



### 2. Acknowledge and route

- QAPaudits send to QA Manager (JM)
- QA Manager acknowledge to Ofsted
- If does not relate to Safeguarding in Education, QA Manager pass to SEND Strategic Lead



## 3. Log and investigate

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



## 4. Draft report - QA

- S&S Advisor send to QA Manager
- QA Manager send to Head of QAP for QA
- Head of QAP send to QA Consultant for approval



#### 5. Notify

- QA Manager send to Corp. Director Education prior to sending to Ofsted
- Corp. Dir. 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



## Key to abbreviations

- QA Quality Assurance
- Corp Director Corporate Director
- QAPaudits <u>QAPaudits@dorsetcouncil.gov.uk</u>
- SEND Special Educational Needs and Disabilities
- S&S Adviser Safeguarding and Standards Adviser