



Organisation: Unmask Your Potential Ltd
Policy owner: Helen Kent
Designated Safeguarding Lead: Helen Kent
Deputy Designated Safeguarding Lead: N/A
Online Safety Lead: Helen Kent
Version: 1.0
Date approved: 01/09/2025
Review date: 31/08/2026

3. Statement of Procedures for Managing Allegations Against Staff, Volunteers and Contractors

3.1 Purpose

Unmask Your Potential Ltd is committed to ensuring that any concern or allegation about an adult working with children is taken seriously, managed promptly and referred appropriately.

This procedure applies to all directors, employees, associates, contractors, sessional workers, volunteers and anyone acting on behalf of Unmask Your Potential Ltd.

3.2 What is an allegation?

An allegation may relate to a person who works with children who has:

- Behaved in a way that has harmed a child or may have harmed a child
- Possibly committed a criminal offence against or related to a child
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children
- Behaved or may have behaved in a way that indicates they may not be suitable to work with children

This includes behaviour in the workplace, during provision, online, in the community or in a person's private life where it may indicate transferable risk to children.

3.3 Low-level concerns

A low-level concern is any concern that an adult working with children may have acted in a way that is inconsistent with the staff code of conduct but does not meet the harm threshold. Examples may include poor boundaries, over-familiarity, inappropriate language, favouritism, personal communication with a young person or conduct that causes unease.

Low-level concerns must still be reported and recorded. Patterns of low-level concerns may indicate a wider safeguarding risk.

3.4 Immediate action

If a child is at immediate risk of harm, staff must contact emergency services on 999.

Any allegation or concern about staff, volunteers, contractors or representatives must be reported immediately to:

Designated Safeguarding Lead: Helen Kent

Telephone: 07944927395

Email: support@unmaskyourpotential.com

If the concern relates to Helen Kent, it must be reported to:

Company Director: Jonathan Kent

Telephone: 07949016767

Email: jonkent750@gmail.com

The person receiving the concern must make a written record of:

- What was said or observed
- Date, time and location
- Name of child and adult involved
- Any witnesses
- Immediate action taken
- Any evidence available

3.5 Referral to LADO

Where an allegation may meet the harm threshold, Unmask Your Potential Ltd will contact the relevant Local Authority Designated Officer for advice before taking further internal action, except where immediate action is needed to protect a child.

Where the child, provision or commissioning arrangement is connected to Suffolk, Suffolk LADO procedures will be followed. Where another local authority is responsible, the relevant LADO will be contacted.

Unmask Your Potential Ltd will follow LADO advice in relation to:

- Strategy discussions
- Suspension or alternative duties
- Communication with the staff member
- Communication with parents/carers and commissioners
- Police or social care involvement
- Recording and information sharing
- Outcomes and referrals

3.6 Suspension or alternative duties

Suspension will not be an automatic response to an allegation. Decisions about suspension or alternative duties will be made carefully, considering risk, LADO advice,

employment law and the need to protect children and preserve the integrity of any investigation.

3.7 Confidentiality

Allegations will be handled confidentially and shared only with those who need to know. Staff must not discuss allegations with colleagues, young people, parents/carers or external parties unless authorised.

3.8 Support

Unmask Your Potential Ltd will consider support for:

- The child or young person affected
- The person who raised the concern
- Staff involved in managing the concern
- The person who is the subject of the allegation

Support will be provided in a way that does not compromise safeguarding, investigations or LADO processes.

3.9 Outcomes

Possible outcomes may include:

- Substantiated
- Unsubstantiated
- Unfounded
- False
- Malicious

The organisation will record the outcome and any action taken.

3.10 Referral to DBS and professional bodies

Where an allegation is substantiated and the person is dismissed, removed from regulated activity, would have been dismissed or removed had they not left, or where legal referral duties are met, Unmask Your Potential Ltd will make a referral to the Disclosure and Barring Service.

Where applicable, and where advised or required, referral may also be made to the Teaching Regulation Agency or relevant professional body.

3.11 Resignations and settlement agreements

If a person resigns while an allegation is being considered, the safeguarding process will still continue where appropriate. Settlement agreements will not be used to prevent safeguarding referrals or information sharing.

3.12 Record keeping

Records of allegations, decisions, advice received, actions taken and outcomes will be kept securely and confidentially. Records will be retained in line with safeguarding and employment record retention requirements.

3.13 Review

This policy will be reviewed annually, or sooner if there are changes to legislation, statutory guidance, Suffolk safeguarding procedures or organisational practice.

This policy will be reviewed annually or sooner if:

- Statutory guidance changes
- Suffolk safeguarding procedures change
- There is a safeguarding incident or serious concern
- Provision changes significantly
- Commissioning requirements change

Approved by: Helen Kent

Role: Director

Signature: 

Date: 01/09/2025