

# Fun 4U Club

## 28 Reporting Adverse and Untoward Incidents policy & Procedure

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### Principle

Fun 4U Club is committed to all ways improving the care and service we provide. We believe that it is best practise for staff to report all incidents of concern to their line manager, how in turn will then report the information on to the management if necessary.

### Statement of intent

Fun 4U Club promote an open and transparent policy and encourage staff in reporting all incidents of concern.

For guidance in other areas please see the following polices:

- 3 Accident Policy & Procedures
- 5 Allegations against Staff policy & Procedure
- 7 Complaints Policy & Procedures
- 16 Managing Aggression and Challenging Behaviour Policy & Procedures
- 29 Safeguarding and Child Protection Policy and Procedures
- 33.3 Staffing Discipline policy
- 36 Health and Safety Policy and Procedures
- 44 Whistle Blowing Policy & Procedures

### Procedures

- When staff have concerns for a child's welfare (emotional/physical/medical) this will be discussed with the designated safety officer records will be filled out and then reported onto the management team. Staff will be kept informed of the follow up to their concerns with discretion and confidentiality will be adhered to at all times. Staff should follow the procedures set out clearly in the Child Protection Policy.
- Staff should report to the management any untoward incidents with parents that makes them feel uncomfortable. Especially if parents/guardians behaviour/comments or manner are inappropriate in any way i.e. Sexist /racial /personal /religious. This list is **not** exhaustive and **any** inappropriate incident should be discussed recorded and passed onto management who will work with the facility staff and said adult to address the issue.
- Staff concerns about other members of staff will be dealt with swiftly and confidentially with tact and if needed compassion.
- Staff are to discuss in confidence any concerns they have about, their role/ their surroundings/ staffing problems/ parental difficulties etc. This is not a conclusive list and can be added to at any stage.
- Management endeavour to build and grow an open supporting working relationship with all staff leaving them confident to discuss and record any matters of concern with them.