

# Whistleblowing and Complaints Policy

03.03.26

---

## Whistleblowing and Complaints

**Parents and/or carers who wish to raise a complaint should adhere to this policy for guidance.**

We recognise that children and young people cannot be expected to raise concerns in an environment where adults fail to do so.

We will ensure that all staff and tutors are aware of their duty to raise concerns, which may include the attitude or actions of colleagues and other tutors.

Concerns can be raised regarding suspected past, present or imminent wrongdoing, or an attempt to conceal wrongdoing. It is important that concerns are raised as early as possible to allow opportunity to address and resolve any concerns quickly.

When a concern arises, you should not attempt to investigate the matter, but should gather the facts of the case and keep written and dated records.

Complaints will also be taken seriously, and staff will take every measure to ensure that is resolved quickly and satisfactorily.

If you have a complaint or a concern you should speak with the nominated staff for safeguarding:

Claire Murphy via email [admin@merlintuition.co.uk](mailto:admin@merlintuition.co.uk) or phone +44 (0)7753 409 549

Should staff not feel able to raise concerns they can call the NSPCC Whistleblowing Advice Helpline on 0800 028 0285 or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

Staff can also contact The Tutor's Association (TTA) by emailing [info@thetutorsassociation.org.uk](mailto:info@thetutorsassociation.org.uk)

### Allegations

Merlin Tuition takes allegations and concerns made against a member of staff or tutor seriously, and the situation must be dealt with promptly and sensitively. We will adhere to the relevant disciplinary proceeding regarding the individual concerned. We will also liaise with the local child protection services to ensure we are responding appropriately.

This involves allegations made that a staff member or tutor has:

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

If a crime is being committed or direct reporting is necessary, allegations or concerns should be sent directly to the police.

Allegations or concerns against members of staff or tutors should be reported directly to the local authority's designated officer, also known as LADO. Contact details are listed below.

The NSPCC whistleblowing helpline number, 0800 028 0285, can be used if they feel that staff conduct may not have passed the threshold for a criminal offence but raises concerns which are not being addressed within the internal reporting mechanisms.

Allegations against a former member of staff or tutor that is no longer with

## MERLIN TUITION

---

Merlin Tuition should be referred to the police.

Reports can be made verbally but should be supported by a dated and timed note of what has been disclosed or noticed, said or done.

### Brighton and Hove Council

<b>Front Door For Families</b>	01273 290400	<a href="mailto:FrontDoorforFamilies@brighton-hove.gov.uk">FrontDoorforFamilies@brighton-hove.gov.uk</a> <a href="#">Referral Form</a>
<b>LADO</b>	07795 336355	<a href="mailto:LADOenquiries@brighton-hove.gov.uk">LADOenquiries@brighton-hove.gov.uk</a>

### East Sussex County Council

<b>Single Point of Access (SPOA)</b>	01323 464222	<a href="mailto:webspoa@eastsussex.gov.uk">webspoa@eastsussex.gov.uk</a>
<b>LADO</b>		LADO referral form

### West Sussex County Council

<b>Integrated Front Door (IFD)</b>	01403 229900	<a href="mailto:WSChildrenServices@westsussex.gov.uk">WSChildrenServices@westsussex.gov.uk</a>
<b>LADO</b>	0330 222 6450	<a href="mailto:LADO@WestSussex.gov.uk">LADO@WestSussex.gov.uk</a>

### Low Level Concerns

Low level concerns are behaviours that go against the Code of Conduct, but do not meet the above threshold for harm. This can include, but is not limited to:

- Using inappropriate language
- Being over friendly with students
- Poor attendance to sessions

It is important to share low level concerns to help maintain trust, transparency and a culture where safe and appropriate behaviour, as set out in the Code of Conduct is maintained and monitored by all staff and tutors.

Individuals can also self-refer if they have found themselves in a situation which could be misinterpreted, or believe they have behaved in a way that does not meet expected professional standards.

Low level concerns reported to us will be dealt with sensitively, appropriately and quickly. We will address any behaviour deemed to be unprofessional and support the individual to correct it at an early stage. We will ensure that staff and tutors are clear on what behaviour is appropriate and review any potential weaknesses in the safeguarding procedure. A record of the concern will also be kept in order to identify any patterns of inappropriate behaviour.