FPP Safeguarding
Complaints and Allegations flowchart

Safeguarding Allegation or Complaint Raised

To Line Manager
To Safeguarding Lead (or other PCMT member if not available)
To Board Co-Chairs
To anonymous complaints facility held by Safeguarding Lead

All notes of meetings and decision making are documented at each step of the process.

Safeguarding Allegation or Complaint Raised

Shared with PCMT. All formal/written complaints go to PCMT.
(If PCMT member subject of allegation then they are excluded and Board Co-Chair leads)
(All complaints recorded in complaints register even if not investigated)

Board Co-Chairs are informed as soon as an allegation is received by the PCMT. PCMT will then have 5 days to report back to the Co-Chairs with a proposed plan of action. The Co-Chairs will decide if their closer involvement is needed & whether the wider Board needs to be informed.

PCMT decision on whether this appears to be a breach of our safeguarding policy

IF YES
PCMT initiates investigation and informs Board Co-Chairs
Investigation report provided to PCMT & to Co-Chairs
Potential Outcomes:
- Disciplinary action initiated
- Recommendations made for addressing issues raised
- Resolution found
- Complaint dismissed

IF NO
Assess if communication is needed with:
- Statutory authority
- Donor
- Charity commission
If no, keep under ongoing review during investigation

Communicate back to complainant
Take appropriate action and inform Board

The Register updated with result and actions recorded and relevant documentation filed
Every investigation, whether the allegation is proven or not, should have an action plan that relates to wider findings and any organisational learning that might help improve safeguarding practice.

Potential Outcomes:
- Partner initiates disciplinary action
- Recommendations for addressing issues raised
- Resolution found
- Complaint dismissed
- Partnership terminated

Inform Board of results
Inform/update: Charity Commission, Donors
Appropriate and sensitive communications on outcomes back to complainant(s) and to wider staff where appropriate

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Communication
Confidentiality
Sensitivity