

The Bosco Centre	
Policy:	Processes and procedures for serious incidents and complaints
Applies to:	College, Independent School, Nursery and Youth clubs
Reviewed:	November 2018
Next Review:	November 2019

This document should be read in conjunction with the following policies:

- Complaints
- Safeguarding
- Anti-Bullying
- Equality and Diversity
- E Safety

These policies describe how Bosco will respond to an incident or complaint. This document describes the administrative and scrutiny procedures that must be followed by staff and management involved in dealing with an incident or complaint.

All complaints, and serious incidents must be recorded in the relevant paper or electronic log. All subsequent actions, including the resolution, must also be recorded. Any incident can only be closed only by agreement with a member of senior management. If an incident involves a member of the senior management team then it can only be signed off by the Principal. Any incident involving the Principal will become the responsibility of the Chair of Trustees.

All logs are held in secure storage by the Director of Operations. Blank forms can be obtained from the office or from the “logs” folder on the staff “Public Drive”

Electronic copies of all logs are held securely on the “Private Drive” that is only accessible by the senior team, and all are password protected.

Where the serious incident involves racism or bullying we have a duty to inform the Local Authority. This is addition to any involvement of social services or the police. This is the responsibility of the Principal, or a deputy.

All relevant incidents will be reported to:

Apo Cagirci
 Schools Safeguarding Coordinador
Apo.agirci@southwark.gov.uk
 020 7525 2715

Scrutiny

All serious incidents will be reported to the Chair of Trustees immediately and relayed to the full body at the next subsequent meeting.

An annual report for each of the following will be prepared for each of the following:

Complaints

Incidents of Racism

Incidents of Bullying

Other serious incidents

Each report will contain details of each incident, the resolution and any lessons learnt. Nil returns will be submitted where no incidents have occurred during the previous 12 months.