

## **PHILOSOPHY EDUCATION**

### **QUALITY CONTROL, COMPLAINTS AND ALLEGATION POLICY**

Philosophy Education complies with the REC Code of Conduct in best recruitment practice, which includes all relevant Acts and Regulations. Only candidates who have successfully completed Philosophy Education recruitment processes are registered for placement to suitable positions in schools.

Once a placement has commenced, it is Philosophy Education's policy to undertake a continuous process of quality control involving both schools and candidates. The consultant will communicate with candidates and schools on a daily, weekly or termly basis, dependent on the placement (daily/long-term). Consultants will speak openly and honestly to both schools and candidates when giving feedback.

#### **Candidate Performance Feedback from Schools**

Candidates will be subject to performance checks on varying levels, dependent upon their role in school.

Candidates undertaking daily or short-term supply:

- For late morning bookings, the consultant will contact the school to confirm the arrival and check the punctuality of the candidate with the school.
- The consultant will contact the school at the end of the school day to obtain verbal feedback for the candidate regarding classroom performance, general management and demeanour. Also, to see if they are required the following day.

Information given regarding the candidate's suitability, punctuality and comments on performance are updated on both the candidate and schools record on the ProNet database so this information is accessible to other consultants.

Candidates undertaking long-term placements i.e. longer than six weeks:

The consultant will contact the school regularly to obtain verbal feedback on the candidate regarding punctuality, performance, general management and demeanour. The consultant will also discuss any matters arising from the verbal feedback obtained from the candidate. This will only be done in agreement with the candidate.

At the end of the placement the school will be asked via email to complete a comprehensive reference form which shall be kept in the candidates file on ProNet.

#### **Candidate Feedback**

Candidates working on a daily supply basis are contacted at the end of each day and the consultant will obtain verbal feedback as to the progress of the day and offer the opportunity to share opinions

or concerns. The consultant will also discuss any matters or concerns arising from the quality control call to the school.

The consultant will speak openly and honestly to candidates when giving feedback resulting from the quality control procedures. Feedback, both positive and negative will be discussed with the candidate.

Candidates on long-term placements will be contacted regularly and the consultant will obtain verbal feedback with regard to their progress and offer the opportunity to confidentially share opinions and concerns. The consultant will also discuss any matters or concerns arising from the quality control call to the school.

## **Complaints/Allegations made against candidates**

Minor complaints will be brought to the attention of the candidate by their consultant who will discuss the misdemeanour and give warnings where necessary. This will be documented on their ProNet record. Candidates will be told that if they repeat this behaviour or any further complaints are received, this will result in further warnings and ultimately could lead to the removal from Philosophy Education register.

Examples of minor complaints include the following:

- Failing to follow lesson plans (if left)
- Failing to leave a handover report, detailing overview of the day
- Lateness
- Failing to tidy classroom
- Unsuitable attire
- No back up plans in place
- Failure to mark work

Complaints/allegations of a more serious nature, which are in breach of Philosophy Education's professional guidelines, are dealt with by the Philosophy Education Safeguarding Lead and Directors and in collaboration with the Philosophy Education consultant, school and any other relevant authorities.

Examples of serious complaints/allegations include:

- Inappropriate contact with a pupil(s) or colleagues
- Inappropriate behaviour towards a pupil(s) or colleagues
- Drunkenness
- Drug abuse
- Theft

## **Procedures for serious complaints or allegations of professional misconduct;**

Where a serious complaint or allegation is made against a candidate, the relevant consultant must ensure full written details are made regarding the nature of the allegation and the time the complaint was made. The school should collect written statements (if not already taken) from witness pupils and other staff. The consultant will discuss with the school their initial course of action and what they require from Philosophy Education in order to pursue the investigation.

Philosophy Education Safeguarding Lead / Director must be informed immediately of all serious allegations made against candidates.

The candidate should be informed by Philosophy Education that an allegation has been made against them and that the matter is under investigation. The candidate will be asked to provide a written statement of their conduct during the relevant lesson/time period. Details of the allegation will only be discussed with the candidate when the school/LADO has given permission to do so. If the matter is of a highly serious nature, no specific details should be disclosed to the candidate as they will be notified and interviewed by the Police directly.

The candidate must be removed from the placement immediately subject to the outcome of the investigation. Dependent on circumstances, a candidate may be suspended from the Philosophy Education register whilst investigation takes place. The candidate will be informed of this verbally and in writing. If a candidate is placed on a suspension, they will be provided with access to support helplines.

Where a safeguarding/child protection allegation has been made against a candidate, the matter will be referred to the Local Authority Designated Officer (LADO) and/or the Police for investigation. The onus on Philosophy Education is to provide the following:

Copies of the candidate's application and supporting documents including;

- C.V, relevant police checks and references.
- Copies of any relevant statements relating to allegation.
- Details of work history whilst employed by Philosophy Education.
- Details of general conduct any previous complaints where relevant.
- Representation at formal hearings.

The candidate should only be informed of the nature of the allegation if there is no way in which the investigation could be prejudiced or evidence lost. This is determined by communication with the school and relevant authorities. It is the responsibility of the Police and LADO to keep the both the Head Teacher and Philosophy Education informed. Confidentiality is maintained on a need-to-know basis. Philosophy Education will keep the candidate informed as appropriate to the progression of the case as required.

Philosophy Education will not make any direct judgments on the candidate's ability to continue working in schools and will only allow a candidate's suspension to be removed once notified by the police and LADO and following any internal investigations.

### **Philosophy Education internal investigation procedures**

Philosophy Education will undertake an internal investigation in to an allegation/complaint in the following circumstances.

- By request of the LADO (Local Authority Designated Officer for safeguarding) following their investigation / strategy meeting.
- when the allegation/complaint is not serious enough to be dealt with by the Local Authority Child protection team or the Police.
- In agreement with the school, should the allegation/complaint not meet the threshold for LADO investigation.

An internal investigation will only take place once all procedures for serious complaints or allegations of professional misconduct have been completed.

Philosophy Education will build up a profile of the candidate based on their original clearance checks, references and feedback from schools since working for Philosophy Education in order to assess the nature of the incident (i.e. a mis-judgment or a failure in practice).

The candidate will be required to attend a face-to-face professional review meeting at the Philosophy Education London office with the Safeguarding Lead. During this meeting the alleged incident will be discussed in detail so the Safeguarding Lead can ascertain the candidates' stance on the incident and make a recommendation on their ability to continue working for Philosophy Education.

Where a genuine mis-judgment in professional practice has been made AND the candidate has a previous unblemished record, Philosophy Education will require the candidate to resign the Professional Guidelines outlining the standard expectations of all Philosophy Education candidates. Additional training will be given where required. If this is stated as a stipulation to a candidate returning to work for Philosophy Education in schools, this training must be completed before any work will be offered.

All candidates returning to work in school for Philosophy Education after a practice review meeting are closely monitored on returning and relevant notes are kept on their ProNet record.

If Philosophy Education are still concerned about a candidate's ability to return to school after their practice review meeting, this will be referred to the directors. If a candidate is removed from the Philosophy Education register, the relevant authorities will be informed – Teaching Regulation Agency and the Disclosure and Barring Service. The LADO and relevant schools will be informed of the progress and outcomes of this investigation.

### **Removal from Philosophy Education' register**

Where there is constant repetition of minor misdemeanours and complaints are continually being made (in either one or several schools) the consultant will take action and make a decision to remove the candidate from Philosophy Education Register.

For matters defined as professional incompetence serious misconduct which have been the subject of an investigation and which have been proven to the satisfaction of the Director of Philosophy Education, a candidate will be immediately removed from the Philosophy Education register as outlined in the Candidate Agreement. Relevant authorities will be notified immediately (see referrals).

### **Referrals**

Where a candidate has been removed or they have resigned in circumstances where he or she would have been dismissed or considered for dismissal from the Philosophy Education register for professional incompetence or serious misconduct OR resigns before a disciplinary process is completed, but may have been dismissed at the outcome of the process, the Safeguarding Lead will promptly notify the relevant authorities in accordance with DfE guidance i.e. the DfE Teaching Regulation Agency and the Disclosure and Barring Service.

Where a criminal act has been committed the Director will inform the Police and other relevant authorities.

In cases which involve child protection issues, the Director will inform the DfE Teaching Regulation Agency and the Disclosure and Barring Service using appropriate referral procedures. This may result in the candidate being barred or restrictions placed on them working with young people or children.

## **Complaints from candidates in regards to placements**

Consultants will encourage candidates to speak openly regarding their experience at schools in which they have been placed. Candidate comments will be treated in confidence unless it is agreed with the candidate to broach the matter with the school.

The consultant will act on behalf of the candidate to help resolve any issues causing difficulty for them.

Complaints of a serious nature regarding the behaviour of the school staff will be communicated to the Head teacher and/or the relevant governing body. For example:

- Inappropriate behaviour towards pupils.
- Racial or sexual harassment (please refer to sexual harassment policy)
- Health and safety issues.

## **Child Protection**

The protection of children from abuse and neglect is paramount. In the interests of child protection, Philosophy Education follows guidance outlined in the DfES Circular 10/95: Protecting Children from Abuse, The Protection of Children Act 1999 and the child protection provisions of The Criminal Justice and Court Services Act 2000, section 142 of the Education Act 2002 and the Education (Prohibition from teaching or working with children) Regulations 2003.

Philosophy Education complies with the REC Code of Conduct in best recruitment practice, as well as the provisions of the 1973 Employment Agencies Act and Regulations. Therefore, in supplying agency staff to schools, Philosophy Education will take all reasonable steps to ensure that its candidates are suitable to work with children.

It is recommended that candidates do not touch a child, although legislation does not make it illegal for them to do so. All registered teachers will be informed of government guidelines regarding physical contact with pupils. Philosophy Education's professional guidelines clearly state this.

Candidates have a duty to ensure that the children in their care are healthy and safe on school premises and during teacher-led activities off site, known in common law as acting 'in loco parentis'. If a candidate is in any doubt as to the safety of an activity it is expected that they will seek appropriate guidance from both the school management and a Philosophy Education representative.