**Safeguarding**

**What if………………………………….**

**A Parent accuses the Childminder or family member of hurting/shouting/abusing/neglecting or any other accusations of their child:**

1. Tell parent you will investigate this accusation, ask for more details, (when did this happen, where did it happen, was there anyone else involved) remain calm. Tell parent you will let them know the outcome of your investigation and put this in writing within 28 days
2. Write everything down
3. Contact **Lado, 0207 363 5290**

Have a pen and paper ready to take notes, they will guide you on what to do next.

1. Contact Ofsted, they will want you to follow this phone call up with an Email.
2. Contact your Early Years Advisor

**You have concerns about a child: Child Protection/Safeguarding**

1. Write all your concerns down, include dates, times, witnesses if there are any, exact words the child has said. Use a body map to show injuries.
2. **Contact Social care, 0207 364 3444** or **Early help hub 0207 364 5744** (Monday - Friday 9:00am – 17:00) they will want you to follow up with an Email, have a pen and paper ready to take notes
3. Contact Ofsted to inform them
4. Contact your Early Years Advisor