



Safeguarding Concern Flowchart

How every member of staff, tutor and volunteer responds to a safeguarding concern

Companion to the Safeguarding and Child Protection Policy v2.0 (KCSiE 2026). Applies to concerns about children and about adults at risk.

A SAFEGUARDING CONCERN ARISES

A disclosure · something seen or heard · information from a parent, sibling or third party · an allegation against a member of staff

RESPOND

Listen. Take it seriously. Do not promise confidentiality. No leading questions. Do not investigate. Record the same day on the **Safeguarding Concern Form** — the child's own words, signed and dated.

REPORT THE SAME DAY TO THE DSL

Shelley Wilson — Director & DSL · 07938 225538 · shelley@swaletutoring.co.uk
By phone first; follow up in writing within 24 hours.

If the DSL is unavailable ▼

DEPUTY DSL

Warren Wilson — Deputy DSL & Business Manager · 01227 915027 · office@swaletutoring.co.uk

If BOTH are unavailable ▼

DO NOT WAIT

Child at risk of significant harm: Kent Integrated Front Door 03000 41 11 11 (out of hours 03000 41 91 91)

Immediate danger: 999

Adult at risk: Kent Adult Social Care 03000 41 61 61 (out of hours 03000 41 91 91)
Record the same day on the Concern Form and tell the DSL as soon as they are contactable.

THE DSL (OR DEPUTY) REVIEWS AND DECIDES

No referral

Record the concern and the decision. Monitor within an agreed timescale. Consider early help. Speak to parents only where this does not increase risk.

Referral

KCC Front Door 03000 41 11 11 / frontdoor@kent.gov.uk and/or police (999 / 101). Liaise with the school and EHCP caseworker where applicable.

Every concern, whatever the outcome, is logged on the **Safeguarding Concerns Register** held by the DSL.

Allegation against staff or a contractor (including a director): the DSL — or, if the allegation concerns the DSL, the Deputy DSL — refers to the Kent LADO within one working day: 03000 410 888 · kentchildrenslado@kent.gov.uk.

Concern not being acted on, or involving management? Use the Whistleblowing Policy — you may go directly to the Front Door, the LADO, Ofsted or the NSPCC whistleblowing line 0800 028 0285.

Approved by the Designated Safeguarding Lead, Swale Tutoring Service Ltd.

Signed: _____

Date: _____

24 / 08 / 2026