Ely's Musical Theatre - Whistleblowing Policy

Policy Statement:
Ely's Musical Theatre is committed to maintaining the highest standards of integrity and ethical conduct in all aspects of its operations. This includes providing a safe and supportive environment for all members, including children, staff, volunteers, and other stakeholders. This Whistleblowing Policy establishes a mechanism for reporting concerns or suspicions of wrongdoing in a confidential and protected manner.

Objective:
The primary objective of this policy is to encourage individuals to report any genuine concerns about suspected misconduct, improper practices, or unethical behavior within the Ely's Musical Theatre community without fear of retaliation.

Reporting Mechanism:
Any concerns related to suspected misconduct or unethical behavior within Ely's Musical Theatre should be reported promptly, in writing, to the designated Whistleblowing Officer, Principal Lucy Ely. Alternatively, concerns can be emailed to admin@elysmusicaltheatre.com / principal@elysmusicaltheatre.com or mailed to the school's address.

Confidentiality:
All reports and concerns will be treated with utmost confidentiality to the extent possible and allowed by law. Only those involved in the investigation process will have access to the information provided.

Protection Against Retaliation:
Ely's Musical Theatre strictly prohibits any form of retaliation or victimization against individuals who report concerns in good faith. Any person found to have engaged in such retaliatory actions will be subject to disciplinary measures.

Investigation Process:
1. Upon receiving a report, the Whistleblowing Officer, Principal Lucy Ely, will conduct a an investigation to assess the credibility and seriousness of the concern.
2. The investigation may involve interviews with relevant parties, collection of documents, and any other actions necessary to establish the facts.

3. If necessary, appropriate action will be taken based on the investigation findings to address the concern and prevent recurrence. Staff members will be given one warning - depending on severity and seriousness of the incident and increased performance reviews until further notice. Any further linked incidents would mean termination of employment.

Anonymous Reporting:

Ely's Musical Theatre understands the need for anonymity in certain situations. If individuals wish to report concerns anonymously, they can use anonymous reporting channels such as suggestion boxes or anonymous email addresses.

Communication of Policy:

This Whistleblowing Policy will be communicated to all members of Ely's Musical Theatre, including staff, volunteers, children, and parents, to ensure awareness and understanding of the reporting procedures and protections in place.

Training and Awareness:

Ely's Musical Theatre will conduct regular training and awareness programs to educate all members about the importance of whistleblowing, reporting mechanisms, and the organisation's commitment to maintaining a safe and ethical environment.

Review of Policy:

This policy will be periodically reviewed and updated by the Principal to ensure its effectiveness and compliance with any changes in laws, regulations, or organisational structure.

Ely's Musical Theatre - Allegations Against Staff Policy

Policy Statement:

Ely's Musical Theatre is committed to ensuring the safety and well-being of all members, including children, staff, volunteers, and other stakeholders. This Allegations Against Staff Policy establishes a clear and transparent procedure for reporting and handling allegations against staff members, with the ultimate goal of providing a safe and supportive environment for all involved parties.

Objective:

The primary objective of this policy is to provide a structured and impartial process for

reporting allegations against staff, conducting thorough investigations, and taking appropriate action in the event of substantiated allegations.

Procedure for Reporting Allegations:

1. Initial Reporting:

Any individual who suspects or becomes aware of alleged misconduct, inappropriate behavior, or concerns regarding a staff member of Ely's Musical Theatre should report the matter to the designated Allegations Officer, Principal Lucy Ely, without delay.

2. Reporting Channels:

Allegations can be reported in person, by phone, in writing, via email, or through a designated online reporting system. The contact details for reporting will be widely communicated within the organisation.

3. Confidentiality and Anonymity:

All allegations will be handled with the strictest confidentiality possible and treated seriously. Individuals can choose to report anonymously, and their identity will be protected to the extent allowed by law.

Investigation Process:

1. Upon receiving an allegation, the Allegations Officer, Principal Lucy Ely, will initiate a thorough and impartial investigation. If necessary, external authorities may be involved.

2. Investigation Steps:

- Gather relevant information, evidence, and witness statements.
- Interview the involved parties and any witnesses.
- Assess the credibility and seriousness of the allegation.
- Determine the appropriate course of action based on the investigation findings.

3. Notification:

The Allegations Officer will inform the relevant authorities, such as child protective services, as required by law, and cooperate fully with any external investigations.

Action and Resolution:

1. Based on the investigation findings, appropriate action will be taken, which may include disciplinary measures, counseling, retraining, suspension, termination, or legal action. Staff members will be given one warning - depending on severity and seriousness of the incident and increased performance reviews until further notice. Any further linked incidents would mean termination of employment.

2. The alleged victim and/or their guardians will be informed of the outcomes of the investigation and actions taken, while respecting privacy and legal constraints.

Protection Against Retaliation:
Ely's Musical Theatre strictly prohibits any form of retaliation against individuals who report allegations in good faith. Any person found to have engaged in retaliatory actions will face disciplinary action.

Review of Policy:
This policy will be periodically reviewed and updated by the Principal to ensure its effectiveness, compliance with laws, regulations, or organisational needs, and alignment with best practices.

Ely's Musical Theatre - Complaints Policy

Policy Statement:
Ely's Musical Theatre is committed to providing a high standard of service to all members, including children, parents, staff, volunteers, and other stakeholders. This Complaints Policy outlines the procedure for lodging complaints, addressing concerns, and resolving issues in a fair, transparent, and timely manner.

Objective:
The primary objective of this policy is to encourage open communication and provide a structured process for individuals to raise complaints, seek resolution, and help improve the quality of services offered by Ely's Musical Theatre.

Procedure for Filing a Complaint:
1. Informal Resolution:
Individuals are encouraged to address concerns informally by discussing the issue directly with the staff member involved, their supervisor, or a designated contact person.

2. Formal Complaint:
If the concern is not resolved informally or is of a more serious nature, a formal complaint can be made in writing to Bromley safeguarding team or LADO.

Handling of Complaints:
1. Acknowledgment:

Upon receipt of a formal complaint, the Complaints Officer will acknowledge the complaint and inform the complainant of the steps that will be taken.

2. Investigation:

The Complaints Officer will conduct a thorough investigation into the complaint, seeking input from all relevant parties involved. The investigation will be fair, impartial, and aimed at understanding the issues raised.

3. Resolution and Communication:

Following the investigation, the Complaints Officer will propose an appropriate resolution. The resolution may involve actions such as apologies, corrective measures, or policy adjustments. The complainant will be informed of the outcome within [10 working days] of acknowledging the complaint.

4. Appeals:

If the complainant is not satisfied with the resolution, they may request a review of the decision by contacting the Principal, Lucy Ely, within [10 working days] of receiving the resolution.

Recording and Monitoring:

All complaints and their resolutions will be recorded and monitored to identify trends, areas for improvement, and opportunities to prevent future complaints.

Protection of Complainant:

Ely's Musical Theatre will ensure that complainants are treated fairly and with respect throughout the complaints process. No adverse action will be taken against a complainant for raising a genuine complaint in good faith.

Review of Policy:

This policy will be periodically reviewed and updated by the Principal to ensure its effectiveness and alignment with organisational goals and best practices.

Last Revised: July 2026

Bromley Children and Families Hub (C&F Hub)

Address: Bromley Civic Centre, Churchill Court, 2 Westmoreland Road, Bromley, BR1

1AS.

Telephone: 020 8461 7373 /7309

Fax: 020 8313 4400

Email: candfhub@bromley.gov.uk

BROMLEY LADO

If the allegation is to be reported out of office hours, contact Childrens Social Care Out of hours Emergency Duty Team on 0300 303 8671. See the Protocol below for timescales for reporting.