Child protection and safeguarding policy 2026/2027

Introduction to Our Policies

Tutor The Nation works to improve the outcomes of young people in the state sector through the provision of free, online tutoring. As a result of this, safeguarding is central to the work we do as a charity.

All children have an absolute right to a childhood free from abuse, neglect or exploitation. All adults involved in Tutor The Nation activities have a duty of care to safeguard and promote their welfare.

This policy and the procedures contained within it exist not to discourage adults from being involved in Tutor The Nation's work but to ensure, as far as possible, that people who may abuse children do not get the opportunity to do so.

- There is a duty placed upon us to ensure that all adults who work with, or on behalf of, our young people are competent, confident and safe to do so.
- Adults working or volunteering for Tutor The Nation are responsible for their own actions and behaviour and should avoid any conduct that would lead a reasonable person to question their motivation or intention.
- Everyone involved in Tutor The Nation activities must follow our Code of Conduct.
- They must also be familiar with the steps to be taken in the event of becoming aware of, suspecting or receiving allegations of abuse. Ultimately, all systems, processes and policies should operate with the best interests of the child at their heart.

Tutor The Nation employees and volunteer tutors receive training on the contents of this policy as part of their initial induction. This policy is made available to all adults involved in Tutor The Nation's activities.

Framework

Our safeguarding approach has been developed with reference to the following legislation and guidance:

- The latest version of Working Together to Safeguard Children - Department for Education.
- Safeguarding and Child Protection Standards for the Voluntary and Community Sector - NSPCC (2019)
- The latest version of Keeping Children Safe in Education - Department for Education.

- What to do if you're worried a child is being abused - Department for Education (2015)
- Children Act - UK Legislation (1989)
- Children Act - UK Legislation (2004)
- Safeguarding Vulnerable Groups Act - UK Legislation (2006)
- The latest version of Prevent duty guidance: England and Wales.

The above guidance, along with further relevant information, can be found via the NSPCC's website.

Our Approach to Safeguarding

In line with NSPCC guidance, we recognise that the work of safeguarding young people contains a number of distinct responsibilities. In our work, we seek to ensure that the young people we support are:

- Protected from harm and maltreatment.
- Protected from harm to their health or development.
- Supported to grow up with the provision of safe and effective care.
- Supported to have access to the best outcomes.

Additionally, we believe that young people are deserving of the above protection and support regardless of their age, disability, ethnicity, gender, race, religion, sex, or sexuality. We are also vigilant to the fact that some young people are particularly vulnerable to harm and maltreatment, or other impediments to their progress, as a result of their protected characteristics.

We prioritise safeguarding across our charity by:

- Appointing a designated trustee for safeguarding and a Designated Safeguarding Lead, and providing them with the necessary training and support.
- Ensuring all staff and volunteers are trained and supported to recognise, respond to, and report potential safeguarding concerns in their work with young people.
- Using our safeguarding policies and procedures whenever relevant and reviewing them regularly, both after use and at regular intervals, to ensure that they are up to date and appropriate.
- Recruiting staff and volunteers safely and properly inducting them.
- Building a culture where safeguarding is a routine part of decision making for all staff and volunteers, through sharing information and encouraging the reporting of concerns.

Designated Safeguarding Lead (DSL)

Tutor The Nation has a DSL to:

- Act as the main point of contact in the event of any allegation or disclosure.
- Act as the main point of contact between Tutor The Nation and partner schools.
- Offer support and training to all employees and volunteer tutors

- Ensure that all employees and volunteer tutors are sufficiently vetted.
- Oversee the filtering and monitoring of the reporting systems in place.

If there is an allegation, if signs and indicators of abuse are identified, or if at any point an adult involved with Tutor The Nation's work fails to comply with any element of the Code of Conduct, this information must be passed immediately to Tutor The Nation's DSL. It is the DSL's responsibility to collect all relevant information and make decisions on how to proceed (this will include contacting the Designated Safeguarding Lead (DSL) at the relevant partner school/s). Volunteer tutors and employees should report all signs, reports and concerns.

Types of Abuse

Abuse can take many forms, such as physical, psychological or emotional, financial, sexual or institutional abuse, including neglect and exploitation. Some types of abuse all staff, volunteers and trustees should be aware of are:

- Physical Abuse
- Sexual Abuse
- Emotional Abuse
- Bullying
- Neglect
- Grooming
- Child Sexual Exploitation
- Child Criminal Exploitation
- Radicalisation
- Self abuse
- Child-on-child abuse
- Domestic abuse
- Mental health concerns

What are the common signs of abuse?

Some common signs that there may be something concerning happening in a child's life include:

- Unexplained bruises
- Unexplained changes in behaviour or personality
- Becoming withdrawn
- Seeming anxious
- Becoming uncharacteristically aggressive
- Lacks social skills and has few friends, if any
- Poor bond or relationship with a parent
- Knowledge of adult issues inappropriate for their age
- Running away or going missing

Who to Contact

Your TTN Safeguarding Team is:

- Designated Safeguarding Lead (DSL): Sally Hakmi, Programme Delivery Manager
- Safeguarding Trustee: contact via safeguarding@tutorthenation.org

For any safeguarding concerns, please contact:

Email: safeguarding@tutorthenation.org

Out of hours phone (urgent only): 07491 961509

In your report, you must include:

- Date & time of the concern/disclosure
- What was said or done (use the pupil's language)
- Names of those involved or present
- Your name and role

Concerns should be reported using the Safeguarding Disclosure Form (see Appendix).

Staff and Volunteer Recruitment and Training

Tutor The Nation is committed to ensuring the highest standards of safeguarding and safer recruitment for all staff and volunteer tutors working with children and young people. We can confirm that all staff and volunteer tutors undergo thorough checks and training before they begin working with pupils. The following checks are completed as part of our recruitment and onboarding:

Checks for all Staff & Volunteers

- Photo ID verified.
- Proof of address checked.
- Enhanced DBS check with Children's Barred List check for all staff members and volunteers. Enhanced DBS check for trustees. The Policy on the recruitment of ex-offenders outlines the steps involved if a conviction is disclosed or flagged.
- A prohibition from teaching check for anyone who is, or has previously been, a teacher, carried out against published Teaching Regulation Agency panel outcomes. The result is recorded as part of the application review.
- An online search of publicly available information as part of pre-appointment due diligence, in line with Keeping Children Safe in Education. Searches are used only to assess suitability to work with children; anything of concern is discussed with the applicant before a decision, and the decision and rationale are recorded.
- Two references, including one academic or professional reference, when recruiting a new staff member or a volunteer not currently enrolled with a UK university.
- Completion of Tutor The Nation's Safeguarding Induction Training before beginning any work with pupils.

- All volunteer tutors confirm they have received safeguarding training when they sign up and understand their responsibilities in relation to safeguarding, and adherence to Tutor The Nation's Code of Conduct and Safeguarding Policy.

Additional checks for Staff

- Evidence of right to work in the UK (where applicable)
- Criminal overseas checks (where applicable)
- Verification of relevant qualifications (where applicable)

All staff and volunteers are recruited and appointed in line with this Policy and are regularly supported and monitored to maintain these standards. Volunteers are asked to register their DBS certificate on the DBS Update Service (free for volunteers) within 30 days of issue, and consent to status checks as part of the Code of Conduct declaration. Tutor The Nation carries out an annual status check on subscribed volunteers; volunteers not on the Update Service undergo a new DBS check the following year and are asked to register for the update service again. Additionally, all staff and trustees are registered on the DBS Update Service and their status is checked monthly.

Under no circumstances will we allow an unchecked employee or volunteer tutor to have unsupervised contact with children.

Recruitment Procedures

Interviews

It is standard practice that the Designated Safeguarding Lead will be involved in the interview process for new staff members when they are expected to be working with young people as part of their role. Any other member of staff involved in the recruitment process may choose to raise concerns about the hiring of an individual and this will be handled using the 'Procedure for dealing with allegations or concerns about a staff member or volunteer working with a child'.

Volunteers do not undergo a formal interview process, however, there are two 'touch points' during the onboarding process - the volunteer induction and the final application review call with a member of staff. At this point, their suitability to work with young people is based on set, predetermined questions alongside processing their DBS and a review of the declarations made in the Code of Conduct.

Staff are encouraged to use these two occasions as opportunities to assess an individual's suitability for the role and can raise any concerns with the Designated Safeguarding Lead. Determining the suitability of an applicant for the programme is at the discretion of the Tutor The Nation team.

Training

Tutor The Nation uses training to ensure that all volunteers and staff members understand their responsibilities to keep young people safe. This includes knowing how to recognise and report concerns, understanding expectations for their behaviour, and feeling confident in encouraging young people to raise their own needs and concerns. All volunteers re-confirm their agreement to the current Code of Conduct annually via the platform.

All staff and volunteers must read the Department for Education's summary of Part one of the latest version of Keeping Children Safe in Education as a minimum, and Part one in full where they are able to. Summary of Part one and Part one in full.

Staff

Before starting with Tutor The Nation, all staff members are required to sign the Code of Conduct for staff when working with young people. All staff members are required to complete Safeguarding Level 2, Prevent duty and Safer Recruitment in Education training within the first month of working with Tutor The Nation. They will also receive training from the Designated Safeguarding Lead on Tutor The Nation's safeguarding policies and how they will influence their work. Finally, they will also complete the safeguarding section of the volunteer induction to understand how safeguarding policies are communicated to our volunteers.

Volunteers

Before starting with Tutor The Nation, all volunteers are required to sign the Code of Conduct. All volunteers are required to attend an online induction session before they are able to start tutoring. Following their induction, volunteers are required to complete an online safeguarding quiz and will be required to re-sit this if their score is insufficient.

Trustees

All Trustees are required to carry out training regarding their safeguarding responsibilities at the start of their term. This training will be renewed for every subsequent term and further ad-hoc training may be provided if the Chair of Trustees or Designated Safeguarding Lead deems it necessary.

Code of Conduct for Staff and Volunteers

Safeguarding is central to Tutor The Nation's work. All staff and volunteers must uphold the highest standards of conduct to ensure that young people are safe, respected, and supported to reach their full potential.

All staff and volunteers must sign and follow the Code of Conduct for Staff and Volunteers before working with pupils. The Code sets out expected standards of behaviour, including professional boundaries and positions of trust, online and virtual conduct, confidentiality and data protection, raising concerns (including low-level concerns about adults), and criminal records and ongoing suitability. Breaches are handled by the Designated Safeguarding Lead following the Procedure for dealing with allegations or concerns about a staff member or volunteer working with a child. The current version of the Code is available from Tutor The Nation and is provided to all staff and volunteers at induction.

Code of Conduct for Pupils

At Tutor The Nation, it is very important to us that pupils feel safe and happy in tutoring sessions. All schools who partner with Tutor The Nation agree to and receive our Code of Conduct for Pupils, and pupils confirm they have read and agree to it before they start tutoring.

The Code sets out what is expected of pupils in sessions, including attendance, appropriate language and accessing lessons somewhere quiet; that all sessions are recorded by Tutor The Nation to keep pupils and tutors safe; that all messages and lessons stay on the Tutor The Nation platform; that pupils should not share personal details with their tutor or try to find or contact them outside the platform, and should tell us straight away if their tutor asks to contact them elsewhere; how to raise a concern, whether with their school, with Tutor The Nation directly, or with Childline; and what happens if the Code is not followed. The current version is available from Tutor The Nation and is provided to partner schools.

Online Safety Policy

This policy outlines Tutor The Nation's approach to helping our volunteers and the young people they support use our online platforms safely.

Areas of risk

Tutor The Nation acknowledges that use of the internet may expose young people to the following risks:

- Exposure to inappropriate content
- Hate content
- Grooming (sexual exploitation, radicalisation, etc.)
- Online bullying in all forms
- Social or commercial identity theft, including passwords
- Aggressive behaviours (bullying)
- Privacy issues, including disclosure of personal information
- Sexting
- Referral to lifestyle websites promoting harmful behaviours, for example the promotion of disordered eating or substance misuse.

Whilst young people accessing Tutor The Nation's service will only ever do so via closed, secure platforms and the chance of the above risks taking place is thus extremely low, we still take action to minimise their likelihood.

Staying safe online

- All volunteers and young people are required to confirm their understanding of the volunteer or pupil codes of conduct, which outline acceptable behaviour when attending Tutor The Nation lessons and communicating outside of these lessons.
- All lessons that take place are recorded and stored centrally, allowing for ongoing monitoring and spot checks wherever necessary.
- Each volunteer, young person, and staff member is provided with their own secure account to engage with Tutor The Nation's services.
- Data stored by Tutor The Nation will be kept in line with all relevant UK and international legislation, and in accordance with the charity's own data protection policies.

Responding to unsafe practice online

- Any reports of unsafe practice on behalf of a volunteer, staff member, or young person will be handled using the appropriate safeguarding or disciplinary procedures.
- Where necessary, further training on the importance of online safety will be provided if gaps in knowledge are identified.
- Tutor The Nation will remain committed to staying abreast of the latest developments in online safety, in order to ensure that we continue to keep our volunteers, staff members, and young people safe when engaging with us online.

Procedure for dealing with concerns about a child

This procedure provides direction and detail for staff and volunteers for the appropriate way to deal with any concerns about a child. This child will ordinarily be a pupil currently receiving tutoring from Tutor The Nation. This procedure covers concerns that do not involve the conduct of a Tutor The Nation staff member or volunteer.

Raising a concern

All volunteers and staff are trained in how to recognise and report concerns about a child, or an adult that they know has a child in their care. In the first instance, all concerns are reported directly to the Designated Safeguarding Lead and they will respond either to provide further advice or to request that the individual submits the concern as a disclosure. Disclosures can be reported to the Designated Safeguarding Lead using the Safeguarding Disclosure Form (a secure online form). Concerns received by the Designated Safeguarding Lead are recorded on the DSL Incident Form.

In any case where the volunteer or staff member's concern is about the Designated Safeguarding Lead, or where they feel escalation to the Designated Safeguarding Lead might present a conflict of interest, they are advised to escalate this concern to the Trustee with responsibility for safeguarding matters.

Escalating a concern

If a child is at immediate risk of harm, and the volunteer or staff member has not done so already, the Designated Safeguarding Lead will escalate the concern directly to the police. In all other cases, concerns raised about a child will be referred to their school's Safeguarding Lead as soon as possible.

Having escalated the concern to the child's school, the Designated Safeguarding Lead will ensure that records remain available in order to assist the school with further inquiries, and to support any subsequent external investigation.

If the Designated Safeguarding Lead feels that a school's response is insufficient and that further action is required, they may choose to escalate the matter to the local Multi Agency Safeguarding Hub, usually following additional advice from the NSPCC. In such cases, this decision will be clearly communicated to the school beforehand.

Throughout the process of referring to the school safeguarding lead or Multi Agency Safeguarding Hub, the volunteer or staff member that raised the initial concern will be kept informed.

Settling a concern

Once no further action is required from Tutor The Nation to progress the Local Authority Designated Officer's investigation, if such an investigation has taken place, then a full account of the concern and subsequent response will be logged and stored securely by the Designated Safeguarding Lead.

The Designated Safeguarding Lead will also update the volunteer or staff member who raised the initial concern with the conclusion of the actions taken, where the sharing of such information is appropriate and taking advice from the Local Authority Designated Officer, if they are involved.

The Trustees will also consider whether any concern raised qualifies as a Serious Incident to be reported to the Charity Commission. In such circumstances, the Trustees will work with the Designated Safeguarding Lead and senior staff to submit this report.

Procedure for dealing with allegations or concerns about a staff member or volunteer working with a child

This procedure provides direction and detail for the appropriate way to deal with allegations about a staff member or volunteer working with Tutor The Nation. Allegations that involve a pupil registered with Tutor The Nation may require additional reference to the Procedure for dealing with concerns about a child.

Classifying a concern

Upon being made aware of an allegation against a staff member or volunteer, the Designated Safeguarding Lead will classify the allegation based on all available information.

If the concern raised is about the Designated Safeguarding Lead, the steps outlined in the rest of this procedure will instead be followed by the Trustee for Safeguarding.

If the allegation suggests that a child or adult at risk is at immediate risk of harm, then the Designated Safeguarding Lead will report the allegation to the police immediately.

In all other cases, the Designated Safeguarding Lead will either classify the allegation as a safeguarding allegation or a low-level concern. The Designated Safeguarding Lead will treat the allegation as a safeguarding concern if the staff member or volunteer has:

- Behaved in a way that has harmed a child or may have harmed a child
- Possibly committed a criminal offence against or related to a child.
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children.
- Behaved in a way that indicates they may not be suitable to work with children.

All other allegations will be handled as low-level concerns.

Managing safeguarding allegations

The Designated Safeguarding Lead will notify the most relevant Local Authority Designated Officer. This will be, in order of precedence, the Local Authority Designated Officer for:

- The area of the pupil receiving tutoring, if the allegation against a volunteer or staff member involves a current or former Tutor The Nation pupil.
- The area within which the staff member or volunteer is based, if this information is accurately available.
- The area where the Tutor The Nation office is based.

If the pupil is based in Wales, then the local Multi Authority Safeguarding Hub will be contacted and their advice will be followed, instead of a Local Authority Designated Officer, for the remaining steps of this procedure.

At this stage, the Designated Safeguarding Lead will also inform the school if the allegation involves a current or former Tutor The Nation pupil.

The Designated Safeguarding Lead will work with the Local Authority Designated Officer to assist them in their investigation until an outcome is reached.

If the allegation is found to be malicious, false, unsubstantiated, or unfounded, the details and any resulting outcome will be stored securely by the Designated Safeguarding Lead.

If the allegation is found to be substantiated, Tutor The Nation will work with the Local Authority Designated Officer to determine next steps. In the case of staff members, this will likely involve formal disciplinary procedures. In the case of volunteers, this will likely involve termination of the volunteer's relationship with Tutor The Nation and any additional legal action recommended by the Local Authority Designated Officer. Substantiated safeguarding allegations will be recorded in any references that are requested for the staff member or volunteer in question.

In some cases, and following advice from the Local Authority Designated Officer, it may be necessary for the Designated Safeguarding Lead to refer information about the concern to the Disclosure and Barring Service. Tutor The Nation is legally required to make such a referral when:

- An individual has engaged in conduct that harmed (or is likely to harm) a child or adult at risk, or an individual poses a risk of harm to a child or an adult at risk.
- An individual commits any of the offences outlined in the relevant section of the Safeguarding Vulnerable Groups Act 2006.

The Trustees will also consider whether any concern raised qualifies as a Serious Incident to be reported to the Charity Commission. In such circumstances, the Trustees will work with the Designated Safeguarding Lead and senior staff to submit this report.

Following the outcome of the Local Authority Designated Officer's investigation, it will likely be appropriate for the Designated Safeguarding Lead, assisted by senior staff, to prepare a report for the Board of Trustees outlining any lessons learned.

Responding to low-level concerns

A low-level concern is any concern — no matter how small — that an adult working with children has acted in a way that is inconsistent with the Code of Conduct, including inadvertently. Staff and volunteers are expected to report low-level concerns about colleagues, volunteers, or contractors, and to self-report where their own behaviour could be misinterpreted or falls below the standards in the Code. Low-level concerns are reported using the Safeguarding Disclosure Form. Reporting a low-level concern is a neutral act and no one will face repercussions for reporting in good faith.

For allegations where following the procedures for a safeguarding allegation do not seem appropriate, the Designated Safeguarding Lead will instead follow the procedure for dealing with low-level concerns. Examples of low-level concerns may include the following, where the behaviour does not meet the harm threshold:

- Being over-friendly with children
- Having favourites
- Taking photographs of children on their mobile phone
- Engaging with a child one-to-one in a secluded area or behind a closed door
- Using inappropriate sexualised, intimidating, or offensive language

These examples are illustrative only. The same behaviour may meet the harm threshold depending on its nature, context, frequency or intent. For example, sexualised language directed at or about a child may indicate grooming. Where this is the case, the concern will be managed as an allegation, and the Local Authority Designated Officer will be consulted. A pattern of low-level concerns may also meet the threshold. Staff should not decide for themselves which category a concern falls into. All concerns must be reported to the Designated Safeguarding Lead, who will determine the response, seeking Local Authority Designated Officer advice where necessary.

In general, these low-level concerns will involve breaches of the staff and volunteer code of conduct. The Designated Safeguarding Lead, in communication with senior staff, will decide on an appropriate response which may involve:

- Additional training, either for a specific member of staff or volunteer or for all staff and/or volunteers if a gap in training is perceived.
- Termination of a tutoring match between a volunteer and child.
- Formal disciplinary proceedings, in the case of a member of staff.
- Termination of volunteering relationship, in the case of a volunteer.

In such cases, the Designated Safeguarding Lead will still provide information to the school if the original allegation involves a current or former Tutor The Nation pupil. The Designated Safeguarding Lead will support the school if they decide to escalate the allegation following their own procedures.

For all low-level concerns, records of allegations and resulting actions will be stored securely by the Designated Safeguarding Lead. The record of low-level concerns will be reviewed twice a year by the Designated Safeguarding Lead to recognise any patterns.

Record Keeping

All Tutor The Nation's safeguarding processes, incidents and documentation will be kept securely with restricted access. These will be monitored and filtered on a yearly basis. For more details on all internal record keeping procedures please contact the DSL directly.

Prevent Duty

Tutor The Nation is aware of the Prevent Duty under Section 26 of the Counter Terrorism and Security Act 2015 to protect young people from being drawn into terrorism and prevent radicalisation. All members of the Tutor The Nation staff team have completed additional Prevent training and DSL referral training.

Tutor The Nation staff and volunteers follow the notice, check, share procedure. This will ensure we have gathered as much relevant information as possible before passing on the concern to the police. Ideally, referrals will demonstrate both:

- Sufficient concern of radicalisation to terrorism
- A presence of ideology

Power and positions of trust

All adults working with pupils in education settings hold positions of trust. Employees must not exploit this power imbalance for personal gain as any Tutor The Nation employee or tutor is perceived by pupils as a figure of authority and trust, similar to their teachers.

Tutor The Nation is aware of the need for all staff and volunteers to always maintain professionalism, avoid behaviour that could be misinterpreted, and report any incidents that might be. Criminal offences involving violence, illegal drugs, or sexual misconduct are unacceptable and could lead to dismissal. Additionally, low-level concerns are taken seriously.

This policy will be formally reviewed every year, or in line with governmental guidance.

Anti-bullying Policy

Defining bullying

Bullying is a term referring to abusive behaviour that is repeated and intended to hurt someone either physically or emotionally.

Bullying might occur between young people, but it can also occur between an adult and young person. To this end, Tutor The Nation seeks to ensure that bullying is prevented and appropriately responded to regardless of the instigator and victim.

Preventing bullying

We will seek to prevent bullying by:

- Using codes of conduct which set out clear behaviour expectations
- Training staff and volunteers to understand what bullying is and how to prevent it

- Making the young people we support aware of how to raise concerns if they feel they are being bullied

Responding to bullying

Accusations of bullying should always be directed to the Designated Safeguarding Lead, who will decide on appropriate next steps. When responding to bullying, we will make sure that our response always takes into account:

- The needs of the person being bullied
- The needs of the person displaying bullying behaviour
- The needs of any bystanders
- Tutor The Nation as a whole

In some cases, the Designated Safeguarding Lead may treat an instance of bullying as a safeguarding concern and respond to it using the Procedure for dealing with concerns about a child or the Procedure for dealing with allegations or concerns about a staff member or volunteer working with a child.

In other cases, the Designated Safeguarding Lead may recommend that an involved staff member or volunteer is subject to internal disciplinary procedures.

In all cases, any recorded incidents of bullying will be recorded at regular intervals in order to ensure that problems are resolved in the long term and that there are no persistent patterns of bullying behaviour.

Diversity and inclusion

We recognise that bullying is closely related to how we respect and recognise the value of diversity.

We will be proactive about:

- Seeking opportunities to learn about and celebrate difference
- Increasing diversity within our staff, volunteers, and young people
- Welcoming new members to our organisation

Whistleblowing Procedure

This procedure provides a means for volunteers, staff members, and any other individuals associated with Tutor The Nation to raise concerns about the charity's practices.

What is whistleblowing?

Whistleblowing is the reporting of a concern in the public interest that something is happening within Tutor The Nation that should not be, or something that is not happening that should be. It can include examples of malpractice as well as illegal acts, or omissions at work.

Raising a concern

All disclosures can be made verbally or in writing, but written disclosures are preferable. When raising a concern, it is important to provide relevant context and background and to state clearly the reason that the situation described causes concern.

If an individual wishes their concern to be treated under the Whistleblowing procedure, they must declare this when they make the disclosure and subsequently declare whether they want their identity to be kept confidential. In some cases, it may not be possible for an individual's identity to be kept confidential, and in such cases they will be informed as soon as possible that this is the case.

Anonymous disclosures are accepted but discouraged due to the difficulty of robustly investigating complaints and providing feedback on outcomes.

In the first instance, disclosures should be made to the Designated Safeguarding Lead. Where this would be inappropriate, a disclosure can be made to a member of senior staff or a trustee (contact our Chair of Trustees via jacky@tutorthenation.org).

Advice can also be sought from the NSPCC Whistleblowing Advice Line on 0800 028 0285 for concerns regarding safeguarding, or Protect's advice line on 020 3117 2520 for all other concerns. Further information can also be found on the Charity Commission's website.

Investigating a concern

Concerns will be investigated promptly by the individual that received the disclosure, with assistance from other members of staff or trustees if necessary and appropriate.

In the first instance, it will usually be appropriate for a meeting to be organised between a member of senior staff and the individual that made the disclosure. Such a meeting will take place within one week of the disclosure being made.

Matters raised via the Whistleblowing procedure may be addressed via a number of different routes. If action is taken, it will either be under Tutor The Nation's own policies relating to Safeguarding or its disciplinary policies. It may also be appropriate for Tutor The Nation to refer itself to the Charity Commission, the police, or to launch an independent enquiry.

Any decisions and actions taken will be promptly communicated to the individual that raised the initial disclosure.

Escalating a concern

If an individual is dissatisfied with Tutor The Nation's response to their disclosure, or they feel that raising their concern with Tutor The Nation directly is inappropriate, then it is possible for a disclosure to be made directly with an external body.

The most appropriate body for such a disclosure to be made to include, but are not limited to:

- The Charity Commission
- HM Revenue & Customs
- The Health and Safety Executive
- The Financial Services Authority
- Fundraising Regulator

Protecting whistleblowers

Whistleblowers are afforded certain protections under the Public Interest Disclosure Act 1998. If an individual has in good faith a reasonable belief that there has been:

- A criminal offence
- A miscarriage of justice
- An act creating risk to health and safety
- An act causing damage to the environment
- A breach of any other legal obligation
- Concealment of any of the above

Then they have the right not to be dismissed, subject to any other detriment, or victimised. This remains the case even where an individual is genuinely mistaken.

Volunteers are not afforded the same protections legally, however Tutor The Nation will endeavour to treat disclosures made by volunteers in the same way as staff disclosures.

Malicious Disclosures

Malicious disclosures will be handled using the relevant disciplinary procedures.

In the event of questions or concerns about our policies

In the first instance, all questions and concerns about this statement, or Tutor The Nation's other safeguarding policies and procedures, should be raised with the charity's Designated Safeguarding Lead, via email to safeguarding@tutorthenation.org. You can find the most up to date information about our Designated Safeguarding Lead on https://tutorthenation.org/safeguarding/.

Further questions concerning safeguarding and child protection should be directed to the NSPCC's Child Protection Helpline - 0808 800 5000.

Policy owner: Sally Hakmi, Programme Delivery Manager and Designated Safeguarding Lead

Version: 6.0

Last reviewed: 27 August 2026, following external safeguarding consultant review

Approval status: Approved by Jacky Lambert on 5 September 2026

Next scheduled review date: August 2027 or sooner if statutory guidance changes.

Record of Updates

Who	When	What
Rosamund Llewelyn, Director of School Partnerships & DSL — Nathaniel McCullagh, Safeguarding Trustee	November 2020	Updating regulations in accordance with government guidance (KCSIE 2020). Online tutoring and home tutoring policies
Rosamund Llewelyn, Director of School Partnerships & DSL — Nathaniel McCullagh, Safeguarding Trustee	August 2022	Updating regulations in accordance with government guidance (KCSIE 2022)
Rosamund Llewelyn, Director of School Partnerships & DSL — Nathaniel McCullagh, Safeguarding Trustee	August 2023	Updating regulations in accordance with government guidance (KCSIE 2023)
Rosamund Llewelyn, Director of School Partnerships & DSL — Nathaniel McCullagh, Safeguarding Trustee	August 2024	Updating regulations in accordance with government guidance (KCSIE 2024)
Jessica Cubbison, Director of School and Pupil Partnerships & DSL — Nathaniel McCullagh, Safeguarding Trustee	August 2025	Updating regulations in accordance with government guidance (KCSIE 2025)
Sally Hakmi, Programme Delivery Manager & DSL	August 2026	Updates following external safeguarding review: pre-appointment checks expanded (prohibition from teaching search, online search, DBS Update Service model), criminal records and ongoing suitability declaration added to the Code of Conduct, low-level concerns procedure expanded, reporting forms cross-referenced, KCSIE Part one reading requirement added, statutory guidance cited as latest version.

Appendix:

Safeguarding Disclosure Form

The Safeguarding Disclosure Form is a secure online form. The live form is the version of record; this appendix shows what it asks.

Volunteers and staff access the live form through the Tutor The Nation platform and at induction. If you cannot find it, email safeguarding@tutorthenation.org.

- Your name
- What is your concern about?
- Is anyone at immediate risk? (If yes, call 999 first. Then complete this form and contact the DSL as soon as possible.)
- What is your pupil's name?
- Name of pupil's school

- Who is the adult concerned? (name and role, if known)
- Please describe the incident or disclosure. Include the date and time, what was said or done in the pupil's own words, and the names of those involved or present.
- Have you notified the pupil that you are reporting this to us?
- Is there anything else you'd like to add?