

How to Report a Safeguarding Concern or Make a Complaint

Cirk Hes Ltd.

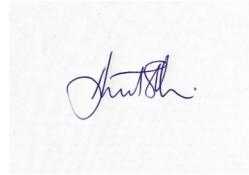
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Brought to the Board for review and approval by Naomi Lewis 18/09/26



Authorised on behalf of the Board by Mr David Ellis 18/09/2026

Purpose

Cirk Hes is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults who access our services. Everyone working with or on behalf of Cirk Hes has a responsibility to recognise, respond to and report safeguarding concerns.

This procedure explains how safeguarding concerns and complaints should be reported and the actions that may be taken to protect those at risk.

If a child or vulnerable adult is believed to be at **immediate risk of serious harm, dial 999 and ask for the police**, then inform the Designated Safeguarding Lead (DSL) as soon as it is safe to do so.

Reporting a Safeguarding Concern or Making a Complaint

Any safeguarding concern, no matter how small it may appear, should be reported without delay.

Concerns or complaints should normally be reported to the activity line manager and/or the Designated Safeguarding Lead.

Designated Safeguarding Lead (DSL)

Rosemary Jolly

Safeguarding Officer (DSL)

Email: rosi.cirk.hes@gmail.com

Deputy Safeguarding Contacts

Naomi Lewis

Charity Manager & Youth Circus Manager

Email: nome.cirk.hes@gmail.com

Ross Wheeler

SEND Lead

Email: ross.cirk.hes@gmail.com

If your concern involves one of the safeguarding leads, or you believe the matter cannot be dealt with internally, you should contact Cornwall Council or the appropriate safeguarding agency directly.

Information to Include

Where possible, provide factual information including:

- Who is involved.
- What happened or what was observed.
- When the incident occurred.
- Where it took place.
- What behaviour or actions caused concern.
- Whether anyone else witnessed the incident.
- Any immediate risks or injuries.
- Any actions already taken.

Please distinguish between facts, observations and opinions.

All safeguarding records will be handled confidentially and securely in accordance with our Data Protection Policy. Information will only be shared where necessary to protect children, young people or vulnerable adults, or where there is a legal duty to do so.

Responding to a Safeguarding Concern

Following consideration by the Designated Safeguarding Lead, Cirk Hes may take one or more of the following actions, depending on the nature and seriousness of the concern:

1. Internal Pastoral Support

Where appropriate, concerns may be managed within Cirk Hes through additional pastoral support, monitoring and ongoing communication with parents, carers and relevant professionals.

2. Early Help Assessment

Where a child or family would benefit from coordinated support but the threshold for statutory intervention has not been met, Cirk Hes may work with Cornwall Council to initiate or contribute to an Early Help Assessment.

3. Referral to the Multi-Agency Referral Unit (MARU)

Where there are concerns regarding a child's welfare, a referral may be made to Cornwall Council's Multi-Agency Referral Unit (MARU).

A referral **must be made immediately** where there is reasonable cause to suspect that a child is suffering, or is likely to suffer, significant harm.

4. Contacting the Police

Where a child or vulnerable adult is at immediate risk of harm, a crime is suspected, or emergency intervention is required, staff should contact the police by calling **999** without delay.

The Designated Safeguarding Lead should be informed as soon as practicable.

5. Referral to the Local Authority Designated Officer (LADO)

Where an allegation concerns a member of staff, volunteer, trustee or anyone working on behalf of Cirk Hes who may have:

- behaved in a way that has harmed or may have harmed a child;
- possibly committed a criminal offence against or related to a child; or
- behaved towards a child in a way that indicates they may pose a risk to children,

the matter will be referred promptly to the Cornwall Local Authority Designated Officer (LADO), in accordance with statutory guidance.

Whistleblowing

All staff, volunteers and trustees have a duty to report safeguarding concerns.

Anyone who feels unable to raise concerns internally is encouraged to seek advice or report concerns directly to the relevant safeguarding authority. Individuals raising genuine concerns in good faith will not suffer disadvantage or reprisal.

Making a Complaint

If your concern does not relate to safeguarding, but instead concerns the quality of our services, conduct or organisational practice, please follow the Cirk Hes Complaints Policy by contacting the Charity Manager.

Complaints will be investigated fairly, confidentially and in accordance with our complaints procedure.

Key Safeguarding Contacts

Cornwall Multi-Agency Referral Unit (MARU)

Telephone: **0300 123 1116**

Email: multiagencyreferralunit@cornwall.gov.uk

Local Authority Designated Officer (LADO)

Telephone: **01872 326536**

Email: lado@cornwall.gov.uk

Emergency

Police, Fire or Ambulance: **999**

Non-emergency Police: **101**

NSPCC Helpline

0808 800 5000

Childline

0800 1111

Useful Guidance

Staff and volunteers should familiarise themselves with the following Cornwall Council and national safeguarding guidance:

- Early Help – Cornwall Council
- Child Protection and Safeguarding – Cornwall Council
- Allegations Against People Who Work with Children – Cornwall Council
- Cornwall and the Isles of Scilly Safeguarding Children Partnership
- *When to Call the Police – Guidance for Schools and Colleges*
- *Keeping Children Safe in Education* (current edition)

These documents should be read alongside the Cirk Hes:

- Safeguarding Policy
 - Code of Conduct
 - Complaints Policy
 - Whistleblowing Policy
 - Data Protection Policy
 - Behaviour Management Policy (where applicable)
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Review

This procedure will be reviewed annually, or sooner if legislation, statutory guidance or local safeguarding arrangements change.

All staff, volunteers and trustees are expected to read, understand and follow this procedure as part of their safeguarding responsibilities.