



Gray Agency Ltd t/a Gray & Associates Recruitment Services (GA)
Recruitment and Selection Policy

Allegations and Misconduct Policy

Gray & Associates follow stringent quality guidelines and take every reasonable precaution to ensure that all candidates deployed to our Client schools maintain the highest standards of professional and personal conduct. Our stringent vetting procedures ensure that any candidate found to have a history of unacceptable conduct or practice, will not be offered work through us. Through our continuous and active monitoring, any difficulties our candidates may be experiencing are promptly highlighted, enabling us to step in and pre-empt potential issues. However, despite our stringent quality procedures, and the vulnerable position that supply staff often find themselves in, occasionally difficult or sensitive issues do arise. Both Client and candidate feedback is essential to us in order to ensure we continually work towards improving our service.

All allegations are recorded in our CRM together with details of the investigation carried out and the actions taken.

TEMPORARY WORKERS

Minor complaints such as:

- Unsuitable attire
- Timekeeping
- Following instructions closely

will be raised with the worker by one of our professionally trained consultants. They will discuss the issue raised and the consultant will decide on the necessary action including issuing a warning, if necessary.

In the event of more serious allegations, for example:

- ☐ Physical assault
- ☐ A verbal offence
- ☐ Discrimination

Gray & Associates has set out the following procedures which must be adopted by staff when dealing with incidents of this nature. Any candidate who has a complaint made against them is automatically suspended and not placed in another school until the matter has been fully resolved.

CLIENTS

Temporary workers have a right to work in a safe environment. Any feedback provided is treated as confidential and where necessary we will seek the permission of the worker to raise any issue arising from this feedback with the client. Any serious complaints arising will be raised with the client through their complaints system.

Procedure:

An Incident report is raised to record the details of any allegation or complaint against a candidate/client, together with a detailed account of all actions taken in the course of any investigation. All staff have access to a candidate and client incident form and are required to keep copies of statements and all correspondence are kept as well as a chronological sequence of events.

Following the receipt of a complaint or report of an incident, we would explain that we have certain procedures for handling incidents which can be actioned immediately.

In deciding how far to pursue the investigation, we are usually guided by the school's attitude to the incident. If the incident is considered by either the school or a parent serious enough to warrant further investigation, we adopt the following procedure:

Stage 1.

- Suspend candidate from duty (pending investigation) and inform them that an allegation has been made (confirm if the nature of the incident requires reporting to the local safeguarding authority and if the school have done this)
- Request candidate and client to complete our incident form and provide each party with a copy to assess the severity of the allegation.
-

Stage 2.

- If further action is required we inform the client that we will conduct our own investigation of the incident by interviewing the candidate in the presence of their Union representative. /Colleague/Independent representative

Stage 3.

We contact the school informing them of the steps we have taken and ask the school to confirm the stage of their own internal investigation. We are usually led by the school's procedures and timescales. Offer to the school to arrange a meeting with candidate if required.

If the candidate accepts responsibility for their actions and expresses regret, we give advice as to the dangers of laying themselves open to allegation. We also draw attention to our Code of Conduct and explain that the future of the candidate as a member of our temporary staff will be dependent on his/her acceptance of and adherence moving forward to the Code. If, however, the candidate denies the charge, we simply note his/her comments and say that we will report these back to the school. We inform them that following this meeting, the school may or may not wish to pursue matters and that we will keep them informed of further developments.

Stage 4.

Following the meeting we will then write to the school to report on the outcome of our investigation. The school is advised that if the matter cannot be resolved and that the seriousness of the allegation warrants further action, to adopt whatever measures would normally come into force to meet legal requirements. During the course of any such proceedings a Director Gray & Associates will be available to attend, if requested, any meetings to share information and co-operate fully with the Authority pending a final decision. All internal paperwork will also be made available. Following the outcome of any such investigation, we are guided by the Authority's decision when considering the candidate's future as a member of our temporary staff.

Post-Registration:

If Gray & Associates receives information following registration of a candidate which may be relevant to their suitability for a post within a school, we would first assess its severity. If it is apparent that the information is of a serious nature and this could be a child protection issue, then we would notify all relevant parties immediately and implement the following procedure:

- Managers will immediately make their Director and Company Safeguarding officer aware of any candidate having serious allegations made against them.
- Any candidate who presents false documentation or has a serious allegation made against them is referred to The National College for Teaching and Leadership, acting on behalf of the Secretary of State. This department is responsible for investigating allegations of serious misconduct against teachers and Head teachers in schools in England. If appropriate, the National College for Teaching and Leadership can prohibit the teacher, meaning the person concerned is not allowed to teach in schools, relevant youth accommodation and children's homes in England.
- If an allegation is of a less serious nature and does not require referring to the above department, we will suspend the candidate and require them to attend an interview with Gray & Associates about the incident as previously described. The National College for Teaching and Leadership, acting on behalf of the Secretary of State, is responsible for investigating allegations of serious misconduct against teachers and Head Teachers in schools in England. If appropriate, the National College for Teaching and Leadership can prohibit the teacher, meaning the person concerned is not allowed to teach in schools, relevant youth accommodation and children's homes in England. How are cases referred? Allegations of serious misconduct against a teacher may be referred to the National College for Teaching and Leadership by any of those listed below:
- A teacher's employer, including an employment or supply agency, has a legal duty to consider whether to refer a case to the National College for Teaching and Leadership when they have dismissed a teacher for misconduct, or would have dismissed them had they not resigned first

It is our priority that incidents and complaints are dealt with in a fair manner. Our operating system of individually accountable personal consultants for schools and candidates means that a consultant will normally deal with a complaint until its resolution. If at any time a complainant is not satisfied with the treatment of their complaint, then Gray & Associates Limited has a clear line management structure for the complaint to be referred to a more senior level.