

PROCESS FOR REPORTING CONCERNS

2026

QUALITY IN TUTORING
LONDON-BIRMINGHAM-MANCHESTER
www.qualitytutoring.org.uk

Quality In Tutoring Ltd is a registered company in England and Wales (Company No. 10050813) with a registered address at 128 City Road, London, EC1V 2NX. We are an approved Crown Commercial Service (CCS) supplier and a UK registered learning provider (UKPRN).

Process for Reporting Concerns

Effective Date: April 2026

Reviewed Annually

Quality in Tutoring Ltd is committed to safeguarding the welfare of all students in our care. All tutors have a legal and ethical responsibility to report any concerns about a student's safety, well-being, or behaviour. This guide outlines the steps tutors must follow to report concerns in a timely and effective manner.

1. Identify and Recognise Concerns

Concerns may include but are not limited to:

- Signs of physical, emotional, or psychological abuse
- Indications of neglect or lack of care
- Signs of bullying (physical, emotional, or cyberbullying)
- Sudden changes in behaviour, appearance, or academic performance
- Expressions of distress, withdrawal, or fear
- Any explicit disclosure of harm by the student

If a tutor observes or suspects any of the above, they should follow the steps outlined below.

2. Record the Details Promptly

As soon as possible after observing or suspecting an issue, the tutor should:

- **Write a detailed account** of the concern on the Tutorcruncher portal (**refer to safeguarding policy**), including dates, times, and specific observations or disclosures. Log concerns directly linked to a lesson or the student. Concerns can be marked severe or non-severe.
- **Use exact language** when recording any words the student has used to describe the situation. Avoid interpreting or paraphrasing where possible.
- **Note any relevant context**, including any prior incidents or patterns of behaviour that may be relevant.

It is important to keep this record factual, objective, and free of assumptions.

3. Report to the Designated Safeguarding Lead (DSL)

Once a safeguarding concern has been identified and recorded, the tutor must take immediate action to escalate the concern in line with the organisation's safeguarding procedures.

Tutors must:

- Report directly to the Designated Safeguarding Lead (DSL) at Quality in Tutoring Ltd without delay. The DSL's contact details are available within induction materials and the safeguarding policy.
- Record the concern on **TutorCruncher** using the designated safeguarding reporting function, ensuring all information is factual, accurate, and completed as soon as possible.
- Submit and escalate the concern directly to the DSL via phone or email immediately after logging it on the system. Recording alone is not sufficient.

All safeguarding information must be treated as strictly confidential and only shared with authorised safeguarding personnel.

If the DSL is unavailable, the tutor must escalate the concern to a Deputy DSL or line manager immediately.

Tutors must:

- Report **urgent concerns immediately (same day) to the DSL and line manager.**
- Report all concerns **within 24 hours at the latest.**

Failure to report a safeguarding concern promptly will be treated as a serious breach of safeguarding responsibilities.

4. DSL Review and Action

The Designated Safeguarding Lead (DSL) holds overall responsibility for reviewing and managing all safeguarding concerns in line with statutory guidance.

The DSL will:

- **Review the safeguarding report promptly** and assess the level of risk and required response
- **Determine appropriate action**, which may include referral to:
 - Children's Social Care

- Local Authority Designated Officer (LADO)
- Police or emergency services where there is immediate risk
- Liaise with the relevant school, local authority, or commissioning body, where appropriate, to ensure concerns are shared and jointly managed in line with safeguarding responsibilities
- Ensure that:
 - Information is shared on a need-to-know basis only
 - Communication is secure, proportionate, and GDPR-compliant
 - The receiving organisation is able to take appropriate safeguarding action or escalation
- Follow up with the tutor where additional information or clarification is required
- Maintain accurate, confidential safeguarding records of:
 - The concern
 - Actions taken
 - External communications and referrals
- Provide appropriate updates to the tutor, where relevant and appropriate, without breaching confidentiality

The DSL is responsible for ensuring that all safeguarding concerns are managed in accordance with:

- Statutory safeguarding guidance (including KCSIE)
- Local safeguarding partnership procedures
- The best interests and safety of the child

5. Maintain Confidentiality

All safeguarding concerns must be handled with the highest level of confidentiality, in line with statutory guidance and data protection requirements.

Tutors must:

- Treat all safeguarding information as strictly confidential, ensuring it is only shared with authorised safeguarding personnel within Quality in Tutoring Ltd (e.g. DSL, Deputy DSL)
- Record and store information securely via the organisation's approved system and not retain personal copies (e.g. on personal devices, notebooks, or messaging platforms)

- Only share information on a “need-to-know” basis, where it is necessary to safeguard the child

Tutors must not:

- Discuss safeguarding concerns with:
 - Other tutors
 - Parents/carers
 - Friends, family, or unauthorised individuals
- Attempt to investigate, verify, or seek further information from the child or others
- Share safeguarding information via informal or unsecured channels (e.g. personal messaging apps, social media)

6. Continue Support for the Student

While a safeguarding concern is being reviewed or investigated, tutors must continue to provide a safe, consistent, and supportive learning environment for the student.

Tutors should:

- Maintain a calm, professional, and supportive approach, ensuring the student feels safe and respected during sessions
- Continue delivering scheduled sessions as appropriate, unless advised otherwise by the DSL or safeguarding team
- Be vigilant to any further signs of distress, behavioural changes, or additional disclosures, and record and report these in line with the safeguarding reporting procedure

7. Follow-Up Actions and Support for Tutor

Following the reporting of a safeguarding concern, tutors remain supported by the organisation and must continue to act in line with safeguarding procedures.

- **Seek guidance and support from the Designated Safeguarding Lead (DSL)** where they are unsure how to proceed with ongoing sessions or require clarification on appropriate professional conduct

Communication and Feedback

The DSL will:

- Provide appropriate guidance to the tutor regarding any necessary adjustments to practice or interaction with the student
- Share relevant updates on a need-to-know basis only, ensuring confidentiality is maintained at all times

Tutors should be aware that:

- They may not be informed of all outcomes or actions taken, where this would breach confidentiality or data protection requirements
- The DSL retains responsibility for all safeguarding decisions and external communications

Contact Information for Reporting Concerns:

- **Designated Safeguarding Lead (DSL):** Maha Salah
TEL: 07463668490
EMAIL: office@qualitytutoring.org.uk
- **Deputy Designated Safeguarding Contact:** Mirvat Al-Khulaqi
- **TEL:** 07446021987
- **EMAIL :** mirvat.alkhulaqi@qualitytutoring.org.uk