

- There may be disciplinary issues to consider and possible referrals to professional organisations.
- Whatever the nature of the allegation and who receives it, it must be reported to the LADO by the employer or organisation. This must include situations where the worker resigns because the concern must still be investigated
- It is important that employers / organisations learn from each investigation to prevent similar situations in the future
- Complaints procedures are separate to the allegations process. If someone does not wish to make a complaint, the allegation should still be considered and investigated.
- Unless the allegation is found to be malicious, records will be kept for 10 years or until the individual (subject to investigation) retires, whichever is longer.

---

## Contact us

**Safeguarding Children Unit  
Fairmount House  
Bull Hill Kingston  
Road  
Leatherhead  
KT22 7AH**

Phone - **0300 123 1650**

**Select option 3  
LADO**

**When you contact us you will be  
directed to the duty LADO**

Childline -

<https://www.childline.org.uk/talk/Pages/Email.aspx>

Phone – 0800 1111



## The process for reporting and managing allegations



Managing allegations against people who work or volunteer with children in Surrey

**Surrey LADO  
(local authority designated officer)**

**Information for children and young people and their carers**

March 2017

## The LADO

Every local authority has a statutory responsibility to have a local authority designated officer (LADO). They are responsible for dealing with concerns that an adult may have caused a child or young person harm. Current guidance refers to this role as a Designated Officer (DO). However in Surrey as in other authorities the title of LADO has been retained.

In Surrey we work to the Surrey Safeguarding Children's Board Procedures which can be found at <http://surreyscb.procedures.org.uk/>

Most adults who work with children and young people do a great job. Sometimes things may happen face to face or online which make a child or young person feel uncomfortable. If this happens to you we want you to be able to tell someone. This leaflet will help you know what to do and what will happen next.

If you are worried, you can tell your parent or carer, talk to another adult who you trust (or tell another adult who works in the same place)



## What happens next?

Concerns are sometimes called allegations and they should be taken seriously and listened to. Someone in charge will need to be told about what you have said and decide what to do, like the head teacher in a school or the leader in any out of school activity. This person may need to ask you more about what happened and will let the LADO know about the allegation.

Sometimes the Police and Children's Services may need to be involved. Sometimes concerns can be sorted out by the person in charge.

It is important that you tell them what you are concerned about. They will tell you what will happen next.

## What does the LADO do?

- Provide advice / help to those in charge to make sure that your concerns are looked into properly. This will sometimes include talking to other professionals who need to know, including the Police to make sure that you and other children are safe.
- Make sure concerns are looked into properly

## If there are worries about your immediate safety

The LADO will talk to the professionals whose job it is to keep children safe, so they can work with you and your parent/carer.



## Your parents/carers may also want to know that:

- The LADO will ensure that support will be offered to your child
- If required, the LADO will convene a managing allegations meeting and invite key people. Information is shared, recorded and recommendations and actions agreed. A review meeting may take place at a later stage to consider what has been discovered as part of any investigation.