



CHARTERHOUSE
ALMATY

SAFEGUARDING AND CHILD PROTECTION POLICY

1. Policy Statement

Charterhouse Almaty is committed to providing a safe, caring and inclusive environment in which every student can learn and thrive. Safeguarding is everyone's responsibility: every adult in the school community shares the duty to protect children from harm, promote their welfare, and act promptly and proactively on any concern.

Safeguarding at Charterhouse Almaty is underpinned by our core values of kindness, open-mindedness, perseverance, moral courage and responsibility. These guide both the tone of our relationships and the decisions we make in protecting the children entrusted to our care.

This policy applies to all staff, students, parents, contractors, volunteers, and visitors. It defines how the school fulfils its safeguarding duties in accordance with the laws of the Republic of Kazakhstan, while drawing closely on UK best practice as set out in *Keeping Children Safe in Education* (2026) and related guidance.

It should be read together with the Anti-Bullying, Abuse and Discrimination Policy, the Promotion of Good Behaviour Policy, the Equality, Diversity and Inclusion Policy, the Online Safety Policy and Acceptable Use Agreement, the Staff Code of Conduct, the Health and Safety Policy, the Safer Recruitment Policy, the First Aid and Administration of Medicines Policy, the Physical Contact, Intimate Care and Use of Reasonable Force Policy, the Missing Student Policy and the Staff Whistleblowing Policy

Charterhouse Almaty recognises that safeguarding encompasses more than child protection alone; it includes health and safety, student wellbeing, online conduct, recruitment, staff behaviour and the management of allegations. The school will always take prompt and proportionate action in the best interests of the child.

2. Aims

Charterhouse Almaty aims to:

- ensure that every student is safe, respected and able to learn free from abuse, neglect or exploitation;
- create a culture of vigilance in which all staff, students and parents understand their safeguarding responsibilities;
- identify concerns early and intervene effectively through clear reporting and response procedures;
- work in partnership with parents, local child protection authorities (where appropriate), and in accordance with UK best practice;
- recruit, train and support staff who share the school's commitment to the highest safeguarding standards;
- maintain robust policies, records and monitoring systems that ensure accountability and continual improvement;
- maintain safeguarding requirements relating to school premises such as toilets, changing rooms and showers.

3. Practice and Procedures

Safeguarding procedures at Charterhouse Almaty are guided by five principles:

1. The welfare of the child is paramount.
2. All children have equal rights to protection.
3. Concerns must be acted upon immediately.
4. Children should be listened to and taken seriously.
5. Effective safeguarding depends on open communication and professional curiosity.

3.1 Recognising abuse and neglect

All staff must be able to recognise the main categories of abuse:

- *Physical abuse* – hitting, shaking, burning, poisoning or any act causing physical harm.
- *Emotional abuse* – persistent emotional maltreatment such as humiliation, intimidation or rejection.
- *Sexual abuse* – forcing or enticing a child to take part in sexual activity, whether physical or non-contact.
- *Neglect* – persistent failure to meet a child’s basic physical or emotional needs.

Staff should also be alert to specific safeguarding issues including domestic abuse, online exploitation, radicalisation and trafficking, and to the potential need for additional support for a child who is disabled, has certain health condition or specific educational needs. Any suspicion or disclosure must be treated as potentially significant and reported immediately.

3.2 How to raise a concern

Any member of staff who becomes aware of a safeguarding concern must act at once:

1. Listen and reassure. Do not promise confidentiality. Record the child’s own words as accurately as possible.
2. Report immediately to the Designated Safeguarding Lead (DSL) or, in their absence, a Deputy DSL.
3. Record the concern in the Safeguarding Record System (CPOMS) before the end of the same day.
4. Do not investigate the matter independently or question the child further.

The DSL will determine the appropriate next steps, including contact with parents (where this does not compromise safety) and referral to the relevant local child protection authorities and/or international partners as needed.

If the child is in immediate danger, staff should contact the emergency services and then inform the DSL as soon as possible.

3.3 Responding to concerns and disclosures

When a disclosure or allegation is made, the following process is followed:

- Initial action – the DSL ensures the child is safe, listens without judgment and records the information.
- Assessment – the DSL assesses the nature and seriousness of the concern and decides whether to refer externally.
- Referral – where a risk of significant harm is identified, the DSL makes a formal referral to the relevant local authority and records the outcome.
- Support – appropriate pastoral and psychological support is arranged for the student and, where relevant, their family.
- Follow-up – the DSL monitors the case until closure, maintaining communication with external agencies and ensuring that actions are completed.

All staff are reminded that even if the DSL judges that no external referral is required, the concern remains logged and reviewed, as patterns of low-level concerns can often indicate wider issues.

3.4 Child-on-Child Abuse

Charterhouse Almaty recognises that abuse may be committed by one child against another. Such behaviour is never tolerated or dismissed as ‘banter’ or ‘part of growing up’. The school maintains clear systems for prevention, reporting and support.

3.4.1 Definition and forms

Child-on-child abuse may include bullying (including cyberbullying), physical violence, sexual harassment or assault, coercive behaviour in relationships, initiation rituals or hazing, and the sharing of sexualised images or messages.

3.4.2 Prevention

Respectful relationships are taught explicitly through the Personal Development programme and assemblies.

Staff promote a culture of kindness and equality, challenging discriminatory or sexist language, and students are encouraged to report any concerns through the ‘Say Something’ campaign or by speaking to trusted adults.

3.4.3 Response

When such abuse is reported, staff follow the same procedures as for any safeguarding concern.

The DSL will:

- Ensure the immediate safety of those involved.
- Investigate proportionately and without delay.
- Decide, in consultation with the Senior Leadership Team, whether to inform parents and/or refer the matter to the relevant local authorities.
- Arrange pastoral or counselling support for all students affected.

- Record actions and outcomes within the Safeguarding Record System (CPOMS).

Sanctions may range from restorative mediation to suspension or permanent exclusion, depending on severity. Support for victims continues after the incident is resolved.

3.5 Managing allegations against staff

Allegations that a member of staff or volunteer has harmed, or may harm, a child are always taken seriously. The aim is to ensure both child safety and procedural fairness.

3.5.1 Initial response

Any staff member receiving an allegation from a student against a member of staff must report it immediately to the Head (or, if the allegation involves the Head, directly to the General Director).

No attempt should be made to investigate or interview the student beyond establishing basic facts.

The DSL and Head will assess the nature of the allegation and determine whether referral to the relevant external authority is required.

3.5.2 Next steps

If the concern suggests potential criminal conduct or serious harm, the case will be referred to the relevant local authority for investigation. The staff member may be suspended on a neutral basis, pending outcome.

A confidential record of all allegations, decisions, and actions will be maintained by the DSL.

If an allegation is found to be malicious or unfounded, the school will take steps to restore the staff member's professional reputation and provide pastoral support for all parties.

3.6 Whistleblowing

Charterhouse Almaty expects all employees to uphold the highest standards of conduct and to raise concerns about wrongdoing or unsafe practice.

Staff are encouraged to report concerns directly to the Head or the DSL. If the concern involves these individuals or if the reporter believes the issue has not been properly addressed, it may be escalated to the General Director.

Reports made in good faith will be treated confidentially, and the whistleblower will be protected from reprisals. Where appropriate, information may be shared with the relevant local authorities or the Designated Advisory Board Safeguarding Lead, for review.

3.7 Online safety

The school recognises the risks posed by digital communication, including exposure to harmful content, online grooming, cyberbullying and reputational damage.

3.7.1 Education and prevention

Online safety awareness is embedded within the Personal Development and Computer Science curricula.

Students are taught to protect personal information, respect others online and report inappropriate content, and staff receive regular training on digital safeguarding and the responsible use of technology.

Both students and staff are made aware of how electronic devices with imaging and sharing capabilities should be used in school.

3.7.2 Monitoring and response

The school network is filtered and monitored to block harmful material. All incidents involving online abuse are logged as safeguarding concerns and investigated by the DSL.

Serious matters may be reported to the police.

Parents are encouraged to reinforce online safety messages at home and to participate in the school's digital safety workshops.

3.8 Safer recruitment and disclosure

Charterhouse Almaty applies rigorous safer recruitment procedures to prevent unsuitable individuals from working with children (see the Safer Recruitment Policy):

3.8.1 Pre-employment checks

Before any appointment is confirmed, the school undertakes:

- verification of identity, right to work and qualifications;
- review of professional and character references;
- criminal record checks appropriate to Kazakhstan and, for expatriates, home-country checks and/or international police certificates;
- verification of professional registration or teaching licence;
- completion of a signed self-declaration regarding suitability to work with children.

3.8.2 Selection process

All interview panels include at least one member trained in safer recruitment. Gaps in employment history are explored during the selection process, and safeguarding scenarios are used to test candidate understanding during interviews.

3.8.3 Post-appointment responsibilities

All new staff complete mandatory safeguarding induction and annual refresher training. A Single Central Record (SCR) is maintained and reviewed on an ongoing basis by the Human Resources Director, the DSL, and the Head.

Contractors, peripatetic staff and volunteers are subject to the same safeguarding expectations as employees. All individuals who have regular or unsupervised contact with students must undergo appropriate background and identity checks before commencing work. This includes verification of professional qualifications where applicable, criminal record or police clearance certificates from Kazakhstan and, for expatriates, their home country, and confirmation of right-to-work documentation.

Where contractors or service providers employ their own personnel, such as cleaning, catering or security staff, the school requires written confirmation that the employer has completed equivalent vetting and that records are available for inspection.

Short-term visitors and volunteers who are not subject to full checks are always supervised by a member of staff and never left alone with students.

All contractors and volunteers receive a safeguarding briefing on arrival, outlining expected standards of behaviour, reporting routes for concerns, and restrictions on photographing or contacting students outside school activities.

4. Assessment and Record Keeping

Every safeguarding concern, disclosure or allegation is recorded promptly within the Safeguarding Record System (CPOMS). Entries include the date, nature of the concern, actions taken, decisions made and follow-up outcomes.

The DSL audits these records on an ongoing basis to identify trends, ensure cases are concluded properly and monitor the timeliness of responses. Summaries of anonymised data are presented to the Senior Leadership Team and Advisory Board on a termly basis.

All documentation is stored securely, with access limited to the DSL, Deputy DSLs and the Head. Records are retained in accordance with local data protection legislation and securely archived when students leave the school.

5. Staffing and Resources

5.1 Leadership and accountability

Safeguarding is a shared responsibility underpinned by clear lines of accountability.

The Head has overall responsibility for implementing this policy and reporting each term to the Advisory Board on safeguarding effectiveness.

The Designated Safeguarding Lead (DSL) holds operational responsibility for case management, staff training, liaison with parents and authorities, and the maintenance of accurate records.

Deputy DSLs act in the DSL's absence to always ensure coverage.

5.2 Training and professional development

All staff complete induction safeguarding training before commencing duties and must undertake annual refresher courses. Further training sessions are held over the course of each academic year, addressing emerging issues such as online exploitation, harmful behaviour and evolutions in local and UK best practice.

The DSL and Deputy DSLs (DDSLs) receive advanced safeguarding training at least every two years.

Records of all training are maintained by the Human Resources Director and are audited each term by the Senior Leadership Team.

5.3 Contractors, peripatetic staff and volunteers

Contractors, peripatetic teachers and volunteers are bound by the same safeguarding expectations as employees. Any adult with regular or unsupervised contact with students must complete identity, qualification and criminal record checks relevant to Kazakhstan and, for expatriates, their home country.

When contractors provide their own personnel (e.g., cleaning, catering, transport or security), the school requires written assurance that the employer has conducted equivalent vetting and that documentation is available for inspection.

Short-term visitors or volunteers who have not undergone full checks are always supervised by a member of staff and are never left alone with students.

All contractors, peripatetic staff and volunteers receive a safeguarding briefing on arrival explaining conduct expectations, confidentiality, and procedures for reporting concerns.

5.4 Resources and support

Charterhouse Almaty allocates specific budgetary provisions for safeguarding, enabling staff training, support from the School Counsellor, wellbeing initiatives and the maintenance of our secure record system, CPOMS.

External expertise is sought wherever appropriate through our partnerships with local organisations and our parent school, Charterhouse, UK.

Both staff and students have access to counselling and wellbeing services, and translation support is provided where language may be a barrier to understanding or disclosure.

6. Monitoring and Review

Safeguarding practice is reviewed continuously through internal and external processes.

6.1 Internal monitoring

- The DSL conducts ongoing audits of safeguarding records and case outcomes.
- The Senior Leadership Team reviews incident patterns, training uptake, compliance and student attendance records.
- The Head reports key data each term to the Advisory Board, which includes the Designated Advisory Board Safeguarding Lead, including referrals, response times, and training statistics.

6.2 Policy review

This policy is reviewed formally every 12 months or sooner following legislative changes or a significant safeguarding incident. Revisions are communicated to all staff and published on the school website.

Feedback from students, parents and staff is sought annually through surveys and focus groups to ensure the policy remains relevant and effective.

6.3 External engagement

Charterhouse Almaty maintains constructive relationships with relevant local authorities and professional agencies. The school cooperates fully with any official enquiry and seeks to actively participate in any joint training and/or information-sharing initiatives designed to improve national safeguarding capacity.

7. Appendices

7.1 Legislative and regulatory framework

LEGISLATIVE AND REGULATORY FRAMEWORK OF THE REPUBLIC OF KAZAKHSTAN

- Labour Code of the Republic of Kazakhstan (No. 414-V, 23 November 2015) establishes employment standards, staff responsibilities and the duty of care owed by employers to employees and students.
- Law of the Republic of Kazakhstan 'No. 345-II On the Child's Rights in the Republic of Kazakhstan' (8 August 2002, as amended) is the principal statute defining the rights of the child and the obligations of organisations working with children.
- Law of the Republic of Kazakhstan 'No. 94-V On Personal Data and Their Protection' (21 May 2013) governs the collection, processing and safeguarding of personal data, including student information and safeguarding records.
- Code of the Republic of Kazakhstan on Administrative Offences (No. 235-V, 2014) provides details of penalties for breaches of administrative law, including data-protection, harassment and offences against the person.

UNITED KINGDOM AND INTERNATIONAL REFERENCES

- Keeping Children Safe in Education (UK Department for Education, 2026)
- Working Together to Safeguard Children (UK Department for Education, 2026)
- Equality Act 2010 (UK)
- United Nations Convention on the Rights of the Child (1989)
- The Early Years Foundation Stage Statutory Framework (UK Department for Education, 2026)
- What to do if you are worried a child is being abused – advice for practitioners (HM Government UK, 2015)

7.2 Safeguarding roles and contact details

Role	Name/Position	Contact
Designated Safeguarding Lead (DSL)	Tina Haystead	t.haystead@charterhousealmaty.com
Deputy DSLs (DDSLs)	Louise Rodger Nicola Nicoll	l.rodger@charterhousealmaty.com n.nicoll@charterhousealmaty.com
The Head	Mr Michael Seaton	head@charterhousealmaty.com
General Director	Mrs Aizhan Baizhanova	a.baizhanova@charterhousealmaty.com
Advisory Board Safeguarding Lead	Mr Andrew Turner	EducationDirectorCHA@charterhouse.org.uk
Emergency Services	Police / Ambulance / Fire	102 / 103 / 101

7.3 Key safeguarding and child protection definitions

Safeguarding

Protecting children from maltreatment, preventing impairment of health or development, ensuring safe and effective care, and enabling all children to have the best life chances.

Child Protection

Actions taken to protect specific children who are suffering or at risk of significant harm.

DSL

The Designated Safeguarding Lead, responsible for coordinating safeguarding practice within the school.

DDSLs

The Deputy Designated Safeguarding Leads, responsible for supporting the DSL in the coordination of safeguarding practice within the school, and for deputising for the DSL when absent.

7.4 Related policies

The Safeguarding and Child Protection Policy should be read in conjunction with the following policies, each of which contributes to creating a safe, respectful and supportive environment for students and staff at Charterhouse Almaty.

Together, these documents form the school's integrated safeguarding framework, ensuring that expectations are consistent across all aspects of school life:

- Anti-Bullying, Abuse and Discrimination Policy
- Promotion of Good Behaviour Policy
- Equality, Diversity and Inclusion Policy
- Digital Safety Policy and IT Acceptable Use Agreement
- Staff Code of Conduct
- Health and Safety Policy
- First Aid and Administration of Medicines Policy
- Physical Contact, Intimate Care and Use of Reasonable Force Policy
- Missing Student Policy
- Staff Whistleblowing Policy
- Safer Recruitment Policy