



What to Do If Someone Makes an Allegation Against You

Respond factually while protecting residents, evidence and a fair investigation.

For care workers in England, Scotland and Wales. Northern Ireland has separate employment rules: contact the Labour Relations Agency. General information, not individual legal advice. Rights depend on employment status, contract and circumstances. No assessment or certificate.

What to do now

Take the concern seriously without assuming that an allegation proves fault. Follow immediate safeguarding instructions and make sure any current risk is escalated. Ask what process is being followed and whether you are being asked for an initial account or invited to a formal meeting.

What to ask

Ask what you are being asked to respond to, who is investigating and when your account is needed. Ask how to submit evidence securely. There is not generally the same statutory accompaniment right at a disciplinary investigation meeting as at a disciplinary hearing; check policy and discuss support or disability-related adjustments.

What to record

Write a dated factual account of what you saw, did and heard. Identify gaps in memory honestly. List relevant records or witnesses for the investigator to obtain. Do not retrospectively change care notes; any legitimate correction must follow the authorised audit-trail process.

What to avoid

Do not contact the person making the allegation to persuade them to withdraw it. Do not coach witnesses or copy confidential care files to your personal device. Avoid guessing what others intended. If asked to sign meeting notes, read them and identify inaccuracies before agreeing they reflect your account.

Words you can adapt

I understand a concern has been raised and will cooperate. Please clarify the allegation and the process. My account is [brief facts]. The following records or witnesses may help establish what happened: [details supplied securely]. Please tell me how to correct any inaccuracies in the meeting notes.

Where to get help

Contact your union or employment adviser. Safeguarding, police and employment processes may run separately; do not assume one replaces another. If police want to question you about an offence, seek legal advice before the interview. Keep urgent care-safety reporting separate from defending your employment position.

Your next steps

- Address immediate safety.
- Clarify the process.
- Prepare a factual account.
- Preserve evidence through authorised channels.

Sources and further help

Acas: Investigation meetings

Acas: Disciplinary hearings

Northern Ireland: Labour Relations Agency

Reviewed 6 October 2026. Independent Academy information, not individual advice or endorsement by the linked organisations. Contains public sector information under the Open Government Licence v3.0 where applicable.