

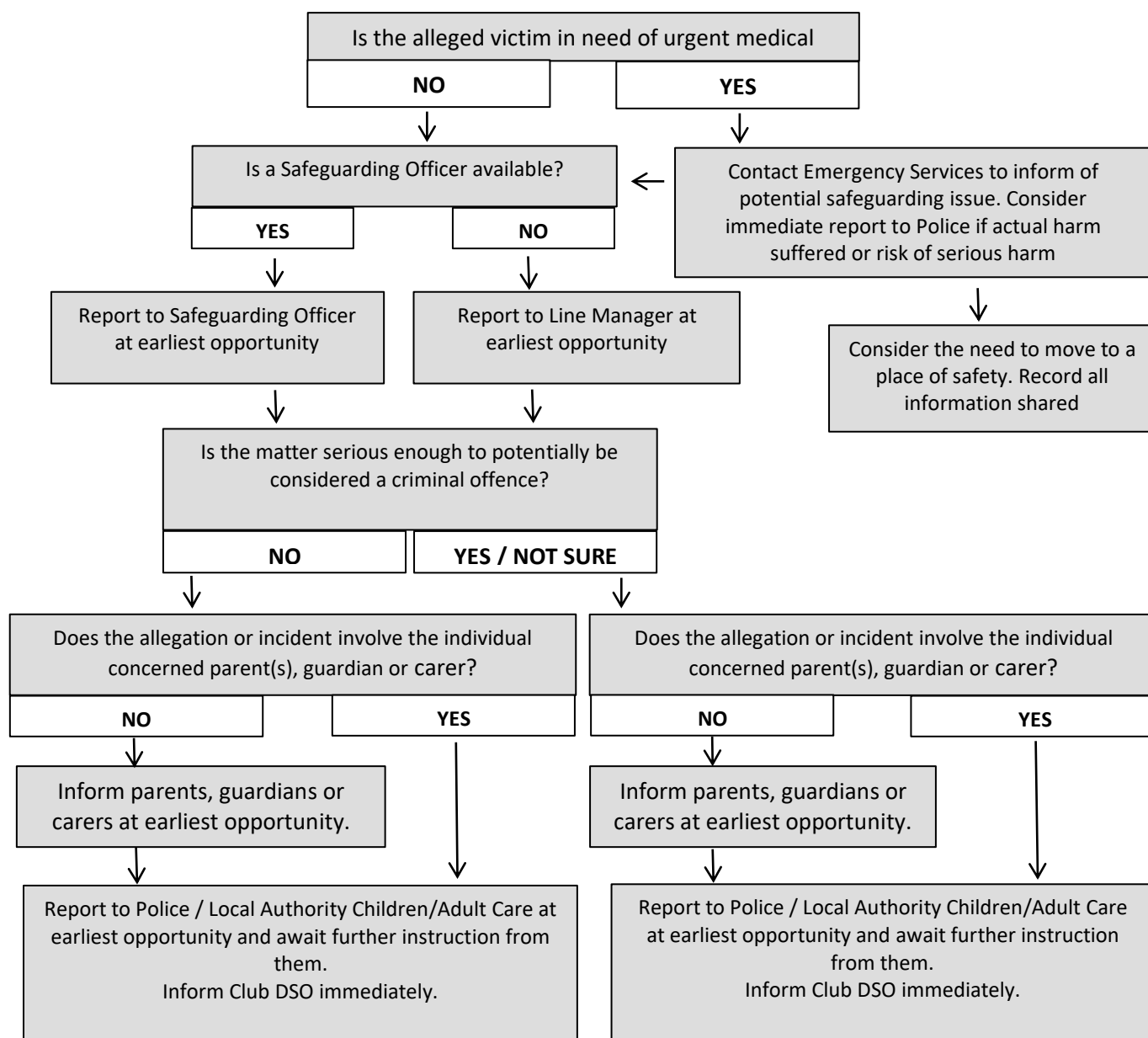
## **What to do in response to a concern, incident or allegation.**

When a Child, Young Person or Adult at Risk has disclosed concerning information to you

OR

you have witnessed or had reported to you an incident or complaint involving a Child, Young Person or Adult at Risk which may be considered abuse or poor practice.

*\*It is essential when considering an incident or concerns involving an Adult at Risk to obtain the consent of that adult before referring the matter to a statutory agency, unless there is an immediate risk of harm.*



**STAY CALM – REASSURE – TAKE SERIOUSLY – NO PROMISES – FEW QUESTIONS – FOLLOW GUIDE – MAKE RECORD**

Whatever the circumstances the person receiving and then reporting the complaint or incident must record same using the Incident Report Form or directly via the online reporting system MyConcern. This will be submitted to the Designated Safeguarding Officer who will inform the Port Vale Senior Safeguarding Manager at the earliest opportunity.

# Port Vale Safeguarding Network

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