

## **Guidance on how to respond to incidents involving a child / young person or vulnerable adult**

**The following guidance will help you act in a responsible manner to respond to allegations disclosed by a child, young person or vulnerable adult**

- React calmly so as to not frighten the individual concerned
- Acknowledge them that what you are doing is difficult but they are right to confide in you
- Give reassurance that they are not to blame
- Listen carefully and make sure from the outset that you understand what they are saying and take them seriously
- Be honest and do not make promises you are unable to keep
- Do not make the conversation a secret. Explain that you will need to involve other people
- Keep questions to a minimum and write down what is being said. Do not speculate or make any assumptions
- Do not show distaste or shock
- Do not probe for more information than what is offered and encourage the individual concerned to use their own words
- Do not approach\* or make any negative comments about the alleged abuser
  - ***\*seek advice from the Police/Child Social Care Services on who should approach the alleged abuser; or parents if the alleged abuser is a child***
- At the end of the conversation ensure that the individual concerned person is either being collected or is capable of going home on their own

***It is not the club's responsibility to determine whether or not actual abuse has taken place. However, it is the club's responsibility to follow the developed procedures to enable the club to act appropriately by reporting the concerns to the Police and/or Children's Social Care Services***

***Additionally, confidentiality must be maintained until the investigation is concluded and information released.***