

Guidelines for responding to a disclosure

DO's

- Stay calm.
- Listen & hear. Give the person time to say what they want.
- Reassure them that they have done the right thing in telling and that it will be dealt with appropriately.
- Record in writing what was said as soon as possible
- Report to someone else in the organisation - "the designated person".
- Record your report.

DON'Ts

- Panic.
- Promise to keep secrets.
- Enquire into the details of the abuse.
- Make a child repeat the story unnecessarily.