

Child Protection Policy

Reporting Allegations (Norfolk LSCB Protocol 27)

An allegation against a member of staff or volunteer may arise from a number of sources e.g. a report from a child, a concern raised by another adult in the organisation, or a complaint by a parent or carer.

Initial Action by Person Receiving or Identifying an Allegation or Concern

The person to whom an allegation or concern is first reported should **treat the matter seriously** and **keep an open mind**.

They should **NOT**:

- **Investigate**
- **Ask leading questions** if seeking clarification
- **Make assumptions**
- **Offer alternative explanations**
- **Promise confidentiality** (see below)

They **SHOULD**:

- **Make a written record** of the information (where possible in the child/adult's own words) including time, date, and place of incident(s), persons present and what was said.
- **Sign and date** the written record. (including their own printed name)
- **Give assurance that information will only be shared on a need to know basis.**
- **Immediately report the matter** to the Designated Child Protection Officer, or the deputy in his or her absence or where the DCPO is the subject of the allegation.

Initial Action by the DCPO or Deputy

The DCPO or the deputy will follow the procedures laid out in the **Norfolk Local Safeguarding Children Board Protocol 27 (section 15 onwards.)**

Date of document: 20.01.2010