



Safeguarding Policy

Approved July 2026

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1. Introduction

SERVE is a development and volunteering organisation established in Ireland with an international focus. Committed to a partnership model, SERVE establishes formal partnerships with community-based organisations, non-governmental organisations and faith-based organisations. Safeguarding is a core part of how SERVE carries out its operations and activities. Safeguarding is the responsibility of an organisation to ensure its employees (staff, volunteers and other representatives) and its activities (e.g. programmes and communications) do not cause harm.

SERVE takes a zero-tolerance approach to Safeguarding harms which means that SERVE is committed to **preventing harm** and **responding robustly** when Safeguarding concerns are raised. SERVE is committed to a Survivor Centred approach, ensuring that our Safeguarding upholds the rights and voice of survivors/victims at all times.

While Safeguarding applies to everyone we come into contact with in the course of our work, we have additional responsibilities to protect the children and vulnerable adults we encounter through our work. We aim to create a safe and healthy work environment, and we are committed to ensuring the safety and welfare of everyone we come into contact with through our work.

Safeguarding is everyone's responsibility and SERVE is committed to ensuring all employees and representatives act in accordance with SERVE's Safeguarding policy and principles at all times.

SERVE's Safeguarding policy is based on the following organisational principles:

- Safeguarding is everyone's responsibility.
- Everyone whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, has the right to live free from harm and abuse.
- Creating safe environments and minimising risks in order to safeguard the interests of everyone we work with, including children and vulnerable adults.
- All staff and volunteers have a responsibility to report Safeguarding concerns.
- SERVE will respond robustly to all suspicions and allegations of harm to ensure that all allegations of harm are dealt with promptly and justly, including working with statutory authorities where appropriate and supporting survivors/victims of harm and abuse.

Core Safeguarding Principles for all employees/representatives:

- Employees/representatives¹ must operate within SERVE principles, guidance and local procedures at all times.

¹ Employees and representatives include (Directors; Staff; Leaders; Volunteers).

- Employees/representatives must not engage in or promote any form of harmful, discriminatory, abusive, or exploitative behaviour² towards anyone we come into contact with through our work, including children and vulnerable adults.
- Employees/representatives must not engage in any form of sexual activity with children (defined as anyone under the age of 18 years). The mistaken belief of age is not a valid defense.
- Employees/representatives must not exchange money, employment, goods, or services for sex, sexual acts or favours.
- Employees/representatives must not engage in any form of sexual activity (including romantic relationships) with people involved in SERVE's programming or wider activities, because of the imbalance of power.
- Employees/representatives must report any Safeguarding concerns to the appropriate channel.
- SERVE In Solidarity is committed to implementing safeguarding and accountability systems consistent with internationally recognised good practice, including the Core Humanitarian Standard on Quality and Accountability (CHS), the Keeping Children Safe International Standards, Dóchas Code of Conduct and Dóchas Guide for Ethical Images, and applicable Irish safeguarding legislation and regulatory requirements.

SERVE will act in line with the below legislation and international conventions:

- (i) International Standards/Conventions
 - UNSG's Bulletin on the Elimination of Sexual Exploitation and Abuse (2003)
 - IASC PSEA Task Force 6 Core Principles (amended in 2019)
 - UN Convention on the Rights of the Child 1989
- (ii) Irish Laws/Guidelines
 - Children First: National Guidelines for the Protection and Welfare of Children 1999
 - Cooperating to Safeguard Children, 2003
 - Our Duty to Care, 2002
 - The Child Care Act, 1991
 - Safeguarding Children: Standards and Guidance Document for the Catholic Church in Ireland 2009
 - Human Rights Act 1998
 - Protection of Children and Vulnerable Adults (NI) Order (2003), (POCVA)
 - Safeguarding Vulnerable Groups Act 2006
 - National Vetting Bureau Act 2012
 - Healthcare Act 2007
 - Adult Safeguarding Policy Framework 2025
 - Children's First Act 2015
 - Data Protection Act 2018

² For a clarification of terms used in this document please see Appendix 2 - Definitions within the Policy.

2. Scope and Governance

This policy is binding across all of SERVE's workplaces and activities and for all SERVE employees (this includes, volunteers, interns, directors and other SERVE representatives). The policy is binding both in and outside of working hours.

This policy forms part of the contractual terms of engagement for all employees/volunteers who will sign up to it (alongside SERVE's Code of Conduct) and be made aware of its requirements as part of their induction. Consultants and Suppliers will sign up to this policy as part of their consultancy/supplier agreement, and partners will sign up to this policy as part of their MOU with SERVE.

This policy aligns with other key SERVE policies, including the *SERVE Employee Handbook*, specifically the Code of Conduct and Policy on Bullying and Harassment. In the event of discrepancy of this policy with local laws, the higher standard will apply.

The SERVE Board of Directors has overall responsibility to ensure this Safeguarding policy is effectively implemented across SERVE. They are responsible for ensuring the policy is reviewed and updated every two years (and earlier if required) to ensure it is aligned with donor requirements and safeguarding good practice.

As part of promoting its Safeguarding approach and principles, SERVE will ensure this policy is made publicly available, including being shared on SERVE's website.

3. Roles and Responsibilities

All employees/volunteers must:

- Maintain the highest standards of professional and ethical conduct, act with integrity at all times in their role at SERVE, and never carry out any form of harmful, abusive or exploitative behaviour.
- Familiarise themselves with this policy and understand how it affects their role and work.
- Immediately raise Safeguarding issues to the appropriate channel, they must never stop or discourage others from reporting, or raise malicious complaints. Employees must support with Safeguarding case management as required, ensuring confidentiality.
- Employees with management responsibilities must: promote Safeguarding, role model positive behaviours, ensure staff are recruited safely, and that all employees know how to report concerns and are encouraged to report.

Volunteer Programme manager and Project Leaders within the Volunteer Programme must:

- Ensure Safeguarding is fully integrated into existing management processes, including recruitment and selection, induction, supervision and team meetings.
- Ensure appropriate procedures are in place for reporting and responding to concerns and that clear links to other policies and procedures such as the disciplinary and complaints protocol are easily accessible.
- Ensure any issues and processes are fully documented so that appropriate action can be taken and lessons from the experience drawn together at local, national and international levels.
- Ensure procedures for supporting partners are developed and implemented in accordance with SERVE values and principles as set out in the policy.
- Ensure monitoring and review systems are put in place and followed.

Safeguarding Officer must:

- Lead on the roll out of this policy and ensure this policy is kept up to date and reflects current legislation and best practice.
- Promote this policy and procedures in all operations/activities and ensure that all employees and associated personnel understand their role and responsibilities over Safeguarding (e.g. ensure inductions and training are carried out for all employees).
- Ensure that a range of complaints mechanisms are in place and everyone is encouraged to raise Safeguarding concerns.
- Receive reports of Safeguarding harms and act on these in accordance with this policy, including ensuring support options are in place in line with SERVE's Survivor Centred approach and that all information is recorded and stored in confidential ways.
- Keep up to date on Safeguarding and undertake relevant training, in order to ensure the relevance and appropriateness of SERVE policy and procedures in this area.

Safeguarding Committee must:

- Ensure Safeguarding remains a key priority for SERVE, and promote Safeguarding at all times.
- Ensure Safeguarding procedures are in place and that these are regularly reviewed and tested.
- Ensure the provision of an ongoing programme of training for all SERVE personnel and volunteers.
- Propose strategies focused on creating, maintaining and monitoring a safe environment for children in all SERVE sponsored projects.

Board of Directors must:

- Promote Safeguarding and SERVE's values as the highest priority, and set a positive example both on and off duty.

- Promote a safe work environment where everyone feels able to raise concerns.
- Ensure adequate funding is in place to support Safeguarding activities at SERVE (e.g. annual Safeguarding training for staff).
- Support with the management of Safeguarding cases, ensuring confidentiality.
- Have Safeguarding as a standing agenda item and receive regular updates on SERVE's activities to embed Safeguarding, including risks and trends in cases.

4. Prevention

SERVE is committed to creating a safe work environment which minimises the risk of Safeguarding harms taking place.

4.1 Safer Recruitment

SERVE carries out recruitment procedures to ensure that employees/representatives are safe to work with us. The following protocols should be included in all recruitment and selection processes for employees:

- Job adverts and descriptions/ToRs should explicitly outline SERVE's organizational values and commitment to Safeguarding.
- Appropriate background checks, in line with country requirements, will be conducted. This includes self-disclosure of convictions related to harm towards children, vulnerable adults and others before the interview stage, checks against the Misconduct and Disclosure Scheme and, where available, criminal record checks e.g. Garda vetting and police clearance. If a local database of sexual offenders exists, that will also be consulted.
- All interviews will include questions about Safeguarding, relevant to the role, and reference checks will be carried out to ensure candidates are safe to work at SERVE.
- New staff will be given this Policy and other relevant policies, and asked to read and abide by this upon signing their contract. Signed policies will be stored appropriately.

SERVE will carry out appropriate checks to ensure volunteers are safe to participate in SERVE's programmes. This will include criminal record checks and Safeguarding questions at interview.

For more information, see the *Employee Handbook* and the *Volunteer Programme Policy and Procedure* document, and the 'Sample Confidential Reference Request Form' and 'Completing the Garda Vetting Application Form (ROI)'.

4.2 Onboarding and Training

All new employees receive an induction covering this Policy within one month of their appointment.

Ongoing training and refresher courses will be regularly scheduled for all employees to ensure employees can recognise indicators of harm, are aware of their Safeguarding responsibilities, and are encouraged to report concerns. Safeguarding training will be carried out annually.

Performance assessments and appraisals for employees will include a review of how well individuals uphold SERVE's values and this policy, including their commitment to maintaining safe working environments.

Volunteers will receive Safeguarding training at both the second and final pre-departure training days, including information on appropriate behaviour and how to raise Safeguarding concerns.

4.3 Safer Programming

SERVE is committed to ensuring that our programmes 'do no harm' and that Safeguarding is embedded in all our activities. Poor programme design can result in unintended harm therefore we must incorporate safeguarding measures at every stage of the programme/project cycle. Safer programming practices must be in place in all activities. For example:

- Conducting comprehensive risk assessments and incorporating risk mitigation measures into all activities.
- Carrying out awareness raising activities with the communities we are engaging with on what to expect from SERVE employees/volunteers and how to raise concerns. This will be done in age appropriate, accessible and culturally appropriate ways.
- Establishing community based complaints mechanisms that are accessible to all.
- Embedding Safeguarding in Serve's Monitoring and Evaluation approach.

SERVE puts specific provisions in place to ensure we work with children and young people in safe ways. This includes: ensuring appropriate adult to child ratios and supervision, working with children and young people to agree safe forms of engagement, and obtaining written consent from a parent/caregiver for every project activity with SERVE. Additional care is required to ensure that children with disabilities and children with other additional needs receive adequate support. For further information see the *Anti Bullying Policy when working with children/young people* and *Sample Parental Consent Form*. All interactions with children and vulnerable adults should comply with SERVE's health and safety guidelines.

4.4 Working with Partners

SERVE operates through a partnership model and is committed to working collaboratively with our partners to embed Safeguarding. SERVE is committed to

creating an environment where Safeguarding can be openly discussed in a safe and supportive partnership relationship. SERVE will:

- Include Safeguarding in its due diligence approach to partners, and ensure Safeguarding capacity is assessed. A lack of Safeguarding capacity does not necessarily mean SERVE will not partner with an organisation; if an organisation demonstrates a commitment to Safeguarding and strengthening their approach SERVE will support them to strengthen Safeguarding through the partnership.
- Ensure Safeguarding is embedded in partner MOUs.
- Promote open dialogue and hold discussions with partners about the importance of Safeguarding, how to share good practice on Safeguarding, and how SERVE can support a partner's Safeguarding capacity where needed.
- Monitor Safeguarding activities and raise concerns about Safeguarding practice when needed.
- Ensure Safeguarding and mitigating strategies are referenced in project and programme risk registers.

Any Safeguarding concerns involving staff members of partner organizations must be reported to SERVE. If Safeguarding concerns are not addressed satisfactorily by the partner, or if SERVE is concerned that a partner is not embedding Safeguarding appropriately, SERVE will evaluate whether to terminate the partnership. For further information see the *Complaints Policy for Partnership Relationships* and the Child Protection Audit that is provided in the *Volunteer Programme Policy and Procedure* document.

4.5 Content Gathering and Communications

SERVE is committed to ensuring Safeguarding is embedded in its communications approach including content gathering, storage, and dissemination. The key principles of content gathering are:

- SERVE will not gather content that could shame, humiliate or degrade a person, put them at risk immediately or at a later date, or perpetrate any form of abuse, discrimination or exploitation.
- All content should be collected by authorized employees or representatives who have been trained on Safeguarding. If external contractors gathering content they must be briefed on SERVE's Safeguarding approach.
- SERVE will ensure informed consent is received before any content is gathered. A person must fully understand how their images, stories, and videos will be used and who the audience will be. Individuals have the right to decline participation.
- For children and young people, consent will be sought from parents/caregivers and SERVE will also take all possible steps to ensure the

child understands and gives their consent, and that the content gathering is a positive experience.

- All content will be stored and shared safely, in line with SERVE's data protection approach.

4.6 Technology and Data Protection

SERVE will take action to ensure safe use of technology to prevent digital harm (e.g. abuse via phone, computer). This includes:

- Employees and volunteers must never use technology in a way that is harmful or exploitative, or in breach of SERVE's values.
- Where a computer is used by more than one person, each person should be obliged to have a unique username and password, or where this is not possible, to maintain a signed record of the date, time and duration of their use of the computer.
- All computers in SERVE projects and offices should be monitored regularly to ensure that they are being used in accordance with the stated policy.

SERVE is committed to adhering to local and international data protection laws in the collection, storage, and dissemination of data concerning individuals and safeguarding matters. Further detail can be found in the *Employee Handbook*.

5. Reporting

SERVE employees/volunteers and other representatives must report any suspicions or incidents of harm as soon as possible (within 24 hours). Reporting is mandatory and is a vital part of challenging inappropriate behaviours and ensuring the safety and dignity of everyone we work with.

When raising a safeguarding concern, record exactly what you observed or were told (use the person's own words where possible), and note information about who is allegedly involved, the date, location and any further information e.g. potential witnesses.

Safeguarding concerns can be reported to:

- Line Manager
- Safeguarding Officer
- Board of Directors

Email addresses: safeguarding@serve.ie or/and whistleblowing@serve.ie

Volunteers can inform their Volunteer Programme Lead who will inform the Safeguarding Officer.

The Safeguarding Officer will inform the Safeguarding Committee who will inform the Board of Directors as appropriate.

If you are concerned that **a child or adult is at immediate risk of harm**, you should contact **the civil authorities** without delay.

Where possible, Safeguarding reports should be recorded in written form using the Safeguarding reporting form (See the Reporting Form - Appendix 3).

Remember: it is not the responsibility of employees or volunteers to decide whether or not harm has taken place, it is their responsibility to raise the concern to the appropriate channel.

Safeguarding concerns relating to SERVE employees/processes and concerns relating to wider harm (e.g. harm taking place within the community that is not caused by SERVE) can be reported. SERVE will take action though SERVE's duty of care and capacity to respond will depend on the nature of the concern raised.

There is no time limit on reporting a concern and SERVE accepts historical reports. However, the sooner a concern is raised the more easily SERVE can take action to address harm. Complaints about former SERVE employees or representatives will be addressed to the extent feasible, keeping potential legal constraints in mind.

SERVE takes retaliation seriously and if any employee/volunteer is found to have carried out any form of retaliation against someone who raises a concern, or attempts to stop them raising a concern, this would be viewed as gross misconduct and appropriate action taken.

SERVE recognises that malicious complaints are rare and receives all complaints in good faith. However, if a complaint is found to be malicious this will be viewed as gross misconduct and appropriate action taken. For further information, see the *Employee Handbook*.

6. Response

SERVE takes all concerns seriously and will take action to address them in safe and confidential ways. Every action will be taken to protect the rights of individuals, live out the Survivor Centred and trauma informed approach, and ensure a fair and transparent process.

For cases raised that do not relate to SERVE employees/processes, SERVE will work with the relevant civil authority to ensure the concern is raised to them, and SERVE will support the process as appropriate.

For cases raised that relate to SERVE employees/processes, SERVE will carry out the below process:

All concerns should ultimately be raised to the Safeguarding Officer who will document the concern and inform the Safeguarding Committee.

The Safeguarding Committee oversees the management of Safeguarding cases. The team is appointed by the SERVE Board of Directors on a case-by-case basis and consists of not less than four members who collectively provide the expertise,

experience and impartiality necessary in safeguarding. The Committee will advise and assist the Board at all stages of the incident management process. This includes ensuring that risks are managed, internal and external communications are managed safely, and that support options are in place for all involved as part of ensuring duty of care. The Safeguarding Committee will ensure the safety and welfare of those involved in the incident management process remain paramount.

Stage 1: Receiving and Triaging Complaints

Stage 2: Investigation

Stage 3: Decision Making Process

Stage 4: Case Closure

Stage 1: When a concern is raised, it is critical that it is triaged and the complainant responded to as soon as possible (within 24 hours). The Safeguarding Committee will take a decision on next steps. As part of this, they will carry out a risk assessment and seek legal advice where required. The Committee will ensure that all reporting is carried out e.g. to the Police, to donors.

Stage 2: If the Safeguarding Committee decides an investigation is warranted, an investigation team will be appointed and an Investigation carried out. The investigation should be carried out as quickly as possible, and within four weeks.

Stage 3: An investigation report is shared with the relevant senior staff member who will take a decision on the case.

Stage 4: All final actions will be taken to address the case. If an HR process is required (e.g. a disciplinary process) this will be led by the Board of Directors. A lessons learnt meeting is held at the end of every case to gather learning and strengthen SERVE's incident management approach.

The Safeguarding Officer will ensure that external reporting is carried out in line with SERVE's donor and regulatory agreements, including informing donors e.g. Irish Aid, regulators such as the Charities Regulator.

The Safeguarding Officer is responsible for keeping all incident management records in a locked filing cabinet and in a password protected folder on the SERVE network. The Safeguarding Officer, the alternative Safeguarding Officer and the Safeguarding Team are the only employees who have access to these records.

Breaches of this policy may lead to one or more of the following:

- For employees – suspension pending investigations; disciplinary action up to and including dismissal; possible referral to national and international authorities.
- For volunteers, consultants/contractors/suppliers, board members – termination of engagement and referral to national or international authorities.
- For partners – possible suspension/withdrawal of funding/support and ending the relationship and possible referral to national and/or international authorities.

For further information see the *Employee Handbook*.

Addressing concerns relating to partners

All Safeguarding concerns must be immediately reported to either SERVE'S Development or Volunteer Programme Manager who will inform the Safeguarding Officer and together they will address the matter. SERVE will contact the senior management team or Board of the partner requesting their official response to the situation. While SERVE understands that our partners operate in different culture and legal systems, SERVE may be unable to continue a partnership when it has serious doubts about the actions and behaviour of the organisation or individuals within the organisation with regard to Safeguarding.

Support

SERVE is committed to carrying out its duty of care and ensuring that everyone involved in an incident are supported throughout a process. This could include specialized services such as psycho-social counselling, medical assistance, or other appropriate aid. Aligned with our survivor-centred approach, support will be extended to all individuals irrespective of whether a formal process, such as an investigation, is initiated. Victims/Survivors and others can choose if, when and how to access support options and there is no time limit on their accessing support.

Confidentiality

It is essential in responding to any Safeguarding concern that the principle of confidentiality applies. From the moment of disclosure through to the final outcome of any investigation, concerted efforts will be made to preserve and advocate for confidentiality. Information is revealed strictly on a need-to-know basis. That is, relevant information is shared only with those who need to have that information in order to effectively support the investigation and no more information than necessary is given.

It is the duty of the person reporting the incident to keep the information to a strictly confidential 'need to know' basis. Information pertaining to an incident should be kept out of the public domain and only people directly involved in the incident, the Safeguarding Officer and Safeguarding Team should have access to all the information relating to the concern.

Appendix 1: Policy Declaration and Signature

For Employees:

I have read, understood and agree to abide by SERVE's Safeguarding Policy.

Signed:

Date.....

Name (in block capitals).....

Role.....

For Volunteers:

I hereby confirm that I have read and understood the SERVE Safeguarding Policy and agree to abide by its contents for the entire duration of the SERVE Volunteer Programme.

Signature: _____

Printed Name: _____

Date: _____

Please sign and retain a copy of this form for your records and return a copy to the SERVE Volunteer Programme Team.

Appendix 2 - Definitions

Abuse: All forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to an individual.

Child: A child as defined in the *UN Convention on the Rights of the Child* is anyone under the age of 18.

Child abuse: The World Health Organization defines "child abuse" or "maltreatment" as all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power. Child abuse is categorized under four main forms: physical (e.g. hitting), sexual (e.g. rape), emotional (e.g. bullying or humiliation) and neglect (e.g. failing to provide basic needs). Child abuse takes place both within the family and outside it, for example, in institutions (the criminal justice system), at work (child labour), on the streets (street children), in war zones (child soldiers) and emergencies. Abuse can also be perpetuated by professionals or other adults employed in positions of trust who work with children. Discrimination, harassment and bullying are also abusive and can harm a child both physically and emotionally.

Protection from Sexual Exploitation and Abuse (PSEA): actions taken by organisations to prevent it staff/representatives from harming the communities they serve. The focus is on preventing sexual abuse and exploitation (definitions outlined below) but can be broadened to prevent any form of harm to the communities we work with.

Relationships between SERVE staff/representatives and beneficiaries/community members: SERVE prohibits staff/representatives from engaging in any form of sexual activity including sexual or romantic relationships with beneficiaries/community members. This is to prevent abuse of power and the perception of this negatively impacting SERVE's ability to carry out its work. By beneficiaries/community members we refer to anyone who is engaged with SERVE's activities.

Sexual abuse: the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Sexual exploitation: any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. This definition includes human trafficking and modern slavery.

Victim/Survivor - someone who has experienced harm. SERVE uses the term 'victim-survivor' rather than just using the term 'victim' as it implies strength, resilience and the capacity to survive, however an individual can choose how they wish to identify themselves.

Vulnerable Adult: a vulnerable adult is defined by legislation in Northern Ireland, according to section 59 of the Safeguarding Vulnerable Groups Act 2006, as someone who has reached the age of 18 and:

- is in residential accommodation,
- is in sheltered housing,
- receives domiciliary care,
- receives any form of health care,
- is detained in lawful custody
- is by virtue of a court order, under the supervision by a probation officer
- receives a welfare service of a prescribed description
- receives any service or takes part in any activity which is specifically for people
- who have particular needs because of age
- who have any form of disability
- has a prescribed physical or mental health problem
- is an expectant or nursing mother
- is a person of a prescribed description other than those noted above, or,
- requires assistance in the conduct of their own affairs.

A vulnerable adult is not currently defined in legislation in the Republic of Ireland.

In practice SERVE makes use of the definition of a vulnerable adult as outlined by the Northern Ireland Department of Health, Social Services, and Public Safety, and in accordance with the laws of Northern Ireland:

...any person aged 18 years or over who is, or may be, unable to take care of him or herself or who is unable to protect him or herself against significant harm or exploitation. This may be because he or she has a mental problem, a disability, a sensory impairment, is old or frail, or has a form of illness. Because of his or her vulnerability, the individual may be in receipt of a care service in his or her own home, in the community or be resident in a residential care home or other institutional setting

(Cited in *Adult Abuse – Guidance for Staff*, NIO, DHSS&PS, 2009)

SERVE recognizes that the definition in the above legislation needs to be broader given SERVE's work and areas of operation. For that reason, SERVE takes a broader definition: someone over the age of 18 who for physical, social, economic, environmental or other factors can be more vulnerable to abuse, exploitation or other harms. For example, people with disabilities or people from marginalised or excluded groups.

Appendix 3: SAFEGUARDING REPORT FORM

1. Details of person making disclosure or raising concern

Name: _____

Tel: _____

Address _____

Relationship to alleged
victim/survivor: _____

2. Details of alleged victim/survivor

Name _____

Tel _____

Address _____

Language (is interpreter/signer
needed?) _____

Disability/Special needs _____

Project (*if applicable*)

3. About the disclosure

When was the disclosure made or concern expressed?

Date: _____ Time: _____

How was information received? (*tick one*)

[] ☐ Telephone ☐ [] Letter [] ☐ Email [] ☐ In person

Attach any letter or email to this Form.

4. Parent or Guardian details (*where appropriate*)

Name _____ Tel: _____

Address (if different from above)

Tel _____

Are they aware of the allegation / suspicion? [☐] Yes [☐] No (tick one)

5. Details of person alleged to have carried out harm

Name _____ Tel _____

Current Address _____

Relationship to alleged victim/survivor

Address at time of alleged incident(s)

6. Brief Details of allegation or complaint

Date(s)/Times/Locations/Nature of complaint

Witnesses (if any)

Does the alleged victim/survivor know this referral is being made? [☐] Yes [☐] No (tick one)

7. Action taken

Has the matter been referred to the Child Protection Office [☐] Yes [☐] No (tick one)

If yes, please state:

Date referred _____

Time _____

8. Details of person completing the form

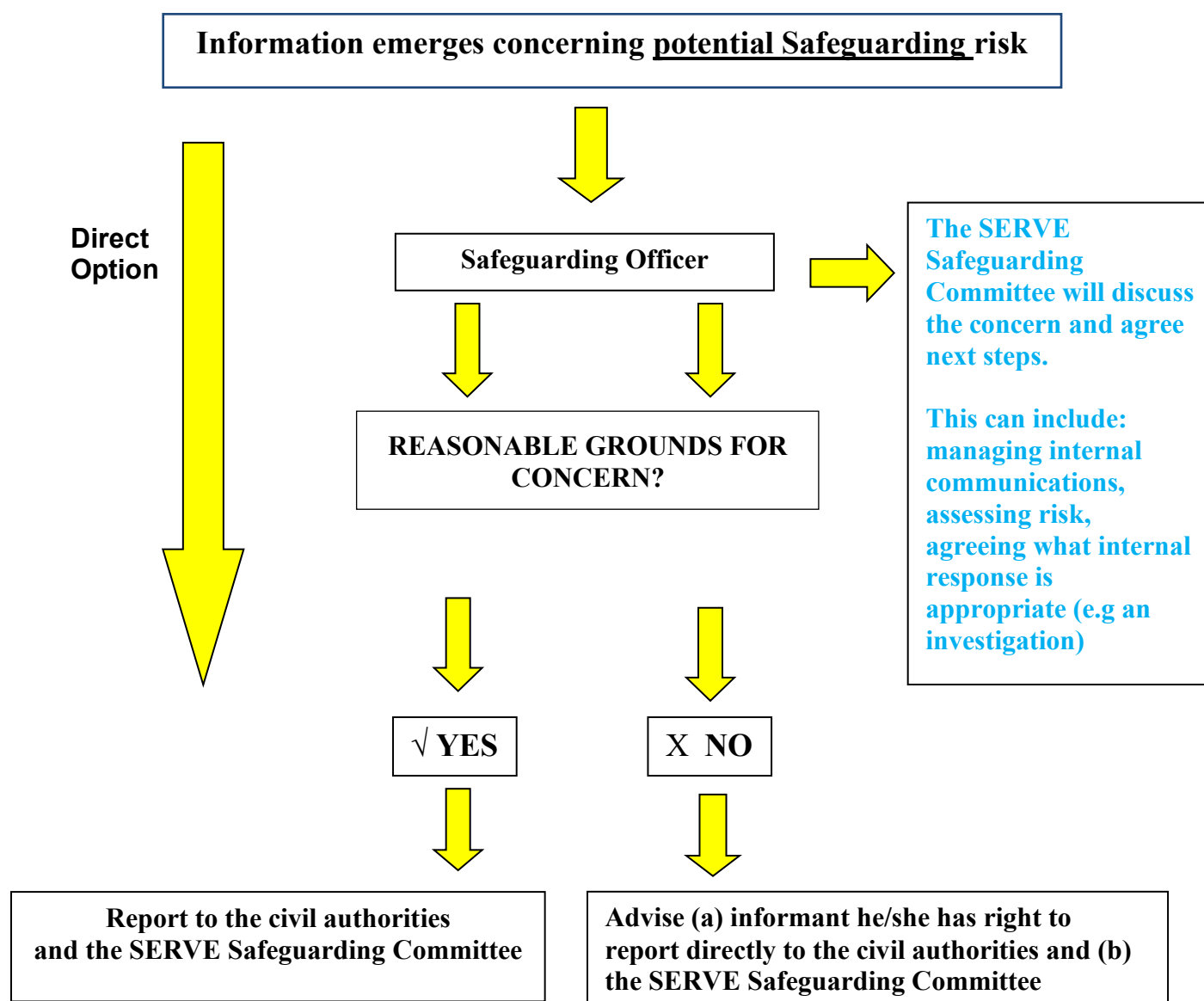
Name _____ Tel _____

Address _____

Current Position

Any other relevant information

Appendix 4: Reporting Flowchart



1. You become aware or are informed of a current or recent concern, suspicion or allegation of harm by a SERVE staff member or volunteer. Where a child appears to be **at immediate and serious risk**, you should report immediately to the Social Services. Should the appropriate social services staff not be available, the Gardai/PSNI or overseas equivalent should be contacted.
2. Where there is no immediate risk to a child or young person, you must refer the matter as soon as possible to the Safeguarding Officer, who will report as appropriate to the Social Services and the Gardai/PSNI or overseas equivalent, as well as to the Safeguarding Committee.
3. Where the informant is an adult, you should advise him/her of their right to report the matter directly to the Gardai/PSNI or overseas equivalent. The Safeguarding Officer when informed, will also do this.

4. The Safeguarding Officer will work with the Safeguarding Committee to ensure a safe response to the Safeguarding concern, in line with SERVE's Survivor Centred and trauma informed approach.