

## Appendix 2

Reporting procedure and recommended behaviour when handling a safeguarding issue  
If a child, young person or vulnerable adult makes a disclosure to you, it is important to:

- Take everything that is said seriously
- Remain calm and listen carefully
- Reassure the person that they have done the right thing by disclosing
- Explain to the person what you will do next and who you will need to inform.

It is important NOT to:

- Ignore the disclosure
- Panic
- Question the individual further (but if necessary, you may seek to clarify what has been disclosed using open questions)
- Make any promises of confidentiality
- Assume anything or elaborate in your notes
- Investigate, make judgements or provide a response.

The flowchart below shows the steps that should be taken if, as a member of the University community, you have concerns that a child, young person or vulnerable adult is experiencing, or at risk of experiencing, harm:

You receive information which suggests a child, young person or vulnerable adult is at risk of harm or is experiencing harm



Determine whether the person is at immediate risk (e.g. are emergency services required, or might the person require alternative accommodation? )



Write down the details of the issue or concern, this should include any relevant dates and as much of the detail of what has been shared as possible.



Inform the person that you need to pass the information on to ensure they are supported but that only those that need to know will be told.



Email the information to  
[safeguardingteam@glasgow.ac.uk](mailto:safeguardingteam@glasgow.ac.uk)



For urgent assistance Contact Campus Security on  
0141 330 4444  
or  
via the Safezone App