



Lost Chord UK - Safeguarding Reporting Process

Step-by-Step Reporting Guide

Step 1: Recognising a Concern

Abuse, neglect, or harm is observed, disclosed, or suspected involving a child or vulnerable adult.

If there is **immediate danger**, call **999**.

Step 2: Responding to the Concern

Stay **calm** and **listen carefully**.

Reassure the individual that they are being taken seriously.

Do not promise to secrecy-explain that you must share the concern with appropriate people.

Step 3: Recording the Concern

Complete the **Lost Chord UK Safeguarding Incident Reporting Form** immediately.

Include key details:

- ✓ Who is involved?
- ✓ What happened?
- ✓ When and where did it happen?
- ✓ Any direct quotes if a disclosure was made.
- ✓ Actions taken so far.

Keep records **factual**- kindly avoid personal opinions.

Step 4: Reporting to the Safeguarding Lead

Submit the form to **Lost Chord UK's Safeguarding Lead** within **24 hours**.

Contact details:

Email: jean@lost-chord.org.uk

Phone: 0300 131 7889

Step 5: Action by the Safeguarding Lead

The **Safeguarding Lead** assesses the concern and determines next steps.
If necessary, escalates to external agencies such as:

- ✓ **Local Authority Safeguarding Team**
- ✓ **Social Services**
- ✓ **Police (if a crime has been committed)**
- ✓ **Charity Commission (if required)**

Step 6: Follow-Up & Support

The individual at risk receives appropriate support.
Actions and outcomes are documented securely.
If necessary, an internal safeguarding review takes place.