



Dealing with Disclosures and Concerns Procedure

Purpose

To ensure staff and volunteers respond appropriately to safeguarding disclosures and concerns.

Policy Statement

Everyday English Ltd will handle all safeguarding disclosures and concerns with urgency, respect, and confidentiality.

We will:

- Listen without interruption and avoid leading questions.
- Reassure the individual they have done the right thing.
- Avoid making promises we cannot keep (e.g., confidentiality if there is a risk of harm).
- Record the disclosure in the individual's own words as soon as possible.
- Pass information to the DSO immediately.
- Take no further action without DSO guidance.

Breach of Policy

Failure to follow the procedure may place individuals at risk and result in disciplinary action.

Review

This policy will be reviewed annually by the Board of Directors.

Signed: 

Chair, Board of Directors

Date: 30th September 2025