

# When a complaint is about possible abuse outside the organisation

**Report to Designated Person**  
(Children's Officer or Chairperson)

A report can be from a parent, child, other staff, outside agencies, or anonymous.

Decide if reasonable grounds for concern.  
(Refer to code of conduct for Guidance).

**Unclear**

Designated person should 'Informally Consult' with Social Services - advice and guidance by phone.

**Don't Proceed**

**Proceed**

No Case to answer

Make a formal referral to Social Services / PSN!

Tell Complaint  
(Conditions Apply see CoE&GP)

Discuss with Social Services / Police how parent / guardian will be informed.

Consider, is the parent alleged abuser?

Tell Parents after advice from Social Services