



# Disclosure Flowchart

**This flowchart is intended to give a visual representation of the process we follow when we receive a disclosure related to abuse. It is not comprehensive because circumstances and people's needs can be very different. We will strive to keep the basic points in mind when dealing with any disclosure, however, to maintain consistency of response. In cases where a perpetrator towards whom we have some responsibility, eg an employee, does not engage constructively with a complaint, they will be referred to our separate, internal grievance & disciplinary procedure. This may or may not involve the original complainant depending on the wishes of the complainant and other circumstances. Please see our Disclosure Policy document for more details.**

# RECEIVE DISCLOSURE VIA

**Social Media**  
Will respond within 72 hours and invite complainant to have a conversation via email (once conversation is transferred to email social media conversation will be deleted for confidentiality)

Disclosure moved to email communication

**1 Email**  
Respond within 72 hours. Acknowledge disclosure and suggesting two co-op members to take the procedure forward. If the members are unsuitable other people will be suggested

**Phone call or In Person**  
Make time then and there if possible or arrange a later date to discuss disclosure

**Comments Box**  
Comment will be read in the next Monday meeting and person contacted via method specified

Communication is transferred to email and follows email disclosure procedure

**2**  
A meeting will be offered with the two assigned people to discuss complainant's needs and outline what we can offer. This can be via phone call, zoom or in person

If complainant is happy to have shared this information and does not need further action to be taken, the procedure is closed.

**3**  
If further action is needed we will, if appropriate, set up a meeting with perpetrator to discuss the disclosure within the boundaries and consent of the complainant

Take details of complainant and take notes where appropriate, share these with complainant via email or another method if necessary

**4**  
Perpetrator is not compliant with action points agreed via meeting we will refer them to our internal grievance and disciplinary procedure. Complainant will remain updated

**5**  
Perpetrator is still not compliant, so we terminate our relationship with them eg firing/ban

Perpetrator is compliant with action points agreed to via meeting and complainant is satisfied

**6**  
Procedure is closed but channels of communication are still open for further updates