

What happens after you report a concern?

Every concern will be taken seriously.

Your concern will be listened to and someone will ask some questions to make sure that they understand your worries. This is important as the person taking your call needs to be able to understand the seriousness of the concern you are describing and if there are immediate actions required to keep someone safe.

Your information will be kept confidential however you will be asked for your name and contact details so that the person responding to your concern can come back to you.

Your concerns will be forward to the local team who will make contact with you to discuss what happens next in your particular circumstances.

It is important that all safeguarding concerns are responded to in a balanced, proportionate way and with the consent of the person you are worried about. There may be some circumstances where the adult may be unable to consent or where the professionals involved believe it to be in the interests of safeguarding others that consent may not be required.

Some concerns will be more appropriately responded to through professional assessment and support. However there may be some concerns where there serious harm has occurred that requires further investigation by the Health and Social Care (HSC) Trust and/or the Police Service of Northern Ireland (PSNI). This will be explained to you if this is the case.
