

Safeguarding Reporting Guidance

If something doesn't seem right, there's a chance it's not. Don't ignore it, it could need further investigation.

All safeguarding concerns or incidents **must** be reported straight away. There are several options available for individuals to report concerns – you only need to report through **one option**:

- Speak to your RNLI manager
- Speak to your Regional People Lead or Volunteer/People Adviser
- Email: Safeguarding@rnli.org.uk (you can request a callback if you would prefer to speak to someone over the phone)
- Report anonymously through SafeCall: UK freephone 0800 915 1571, Ireland freephone 1800 812 740 or www.safecall.co.uk/report/
- If out of hours, contact the Duty Operations Room: UK Freephone: 0800 011 3129 or Ireland Freephone: 1800 200 376.

IF YOU THINK SOMEONE IS IN IMMEDIATE DANGER, CALL 999.

Confidentiality is paramount. You should only share information with those involved in the safeguarding process.

The graphic below outlines the different options available for internal reporting and how reports are directed into the Safeguarding Team:



Reporting anonymously through SafeCall

SafeCall provides a way for any organisational concern to be reported confidentially. Where these concerns are a safeguarding matter, the concern is reported to the Safeguarding Team.

I am not sure if something that has been reported to me is a safeguarding matter – what should I do?

Seek advice. You can contact your RNLI manager, Regional People Team or the Safeguarding Team, who will be able to provide advice to support you or contact the Duty Operations Room outside of hours.

Someone has asked me not to report a concern – what can I say?

Be open about what you need to do and why. Do not promise to keep the information secret, explain that there is a need to share it in confidence with appropriate people. Let them know that you will do everything you can to help them. You could say something like 'I can't ignore what I know, I need to share this with appropriate people in confidence. All information will be handled confidentially and sensitively, and I am here to support you.' You can read more about confidentiality in the Safeguarding Policy.

Learn more: Find the updated Safeguarding Policy, Safeguarding Under 18s Guidance, Safeguarding Vulnerable Adults Guidance, and supporting resources on Compass or the Volunteer Zone.