

Guidance in Responding to a Disclosure, Allegation, Suspicion or Concern

- Keep calm. Do not be shocked.
- Listen
- Accept what you hear without passing judgment.
- Ask questions only for clarification.
- Do not tempt to investigate.
- Do not make promises.
- Offer support and understanding
- Do not agree to keeping any secrets
- Reassure the person that they were right to talk to you
- Write down notes of your conversation – dates, times, facts, who were involved,
- Observations, and use **actual words** used if possible.
- Report to the NSO immediately
- Ensure that you have as much information as possible (refer to [SG7](#) and [SG8](#))
- Keep notes of your conversation with the complainant and also of your discussion with the NSO.
- Sign and date the notes and keep them in a confidential file.
- Respect the confidentiality of everyone involved in the incident, keeping the matter restricted only to those who need to know as per agreed procedures (refer to [SG4](#) and [SG5](#))