



# HL INTERNATIONAL SAFEGUARDING CHARITY TOOL KIT

## The Scenario

Your organisation receives a complaint from a person who claims she was abused by one of your members when she attended a summer camp nearly 40 years ago. The details provided are general and vague although she does name an alleged perpetrator who was a member of your organisation at the time in question and worked at the same location.

However, the facility has since been sold and the alleged perpetrator is dead. Your organisation has little if any archive records to assist. The complainant says she is not the only one who suffered abuse at the hands of the alleged perpetrator, that she told another member of staff but according to her, they did nothing and the matter was 'covered up' until now.

The Complaint is seeking an apology and substantial compensation. You have contacted your insurer but they have informed you that unfortunately, your current policy will not cover this and/or any other historic allegations of this nature. Your safeguarding policy and procedures do not appear to help you in dealing with non-recent allegations of abuse.

## Your checklist

- What do you do and what must you never do?
- Does your approach differ depending on whether your organisation is/is not a registered charity?
- What steps must you take as a matter of priority?
- Who do you inform – and whom should be informed first?
- How should you respond to the complainant?
- What information can you share with the complainant and/or others?
- How do you conduct and manage an investigation in these circumstances?

