



EDEN ROC RESORT CHILDRENS POLICY

Here in EDEN ROC RESORT we have very high values and concerns of the welfare of children. For this reason we have made a children's policy in order to protect children from being mistreated or abused.

Child Protection Allegations and Suspicions

All allegations or suspicions / concerns which suggest that a child may have been harmed should be notified to the Manager. Where there are reasonable grounds for concern, the Manager will report immediately to the police.

Responding to an Allegation

If a child begins to tell you about abuse it is important that you

Do

- stay calm
- listen carefully and take them seriously
- ask questions for clarification only if you are unclear what the child is saying
- allow the child to continue at his/ her own pace
- reassure the child that, in disclosing the abuse, they have done the right thing
- tell them they are not to blame for the abuse
- let them know you will do what you can to help
- report the child's disclosure to your manager immediately.

As soon as possible, write down everything that you were told by the child, using their own words to describe the abuse. Sign and date this record and pass it onto your manager.

Do not:

- dismiss the concerns
- panic
- probe for more information/ ask other questions
- promise not to tell anyone' or say 'you'll keep it a secret'
- make negative comments about the accused person
- make assumptions or speculate
- disclose details of the allegation to anyone else

Find an opportunity to explain that it is likely that this information will need to be shared with others and at the end of the discussion tell them what you plan to do next and with whom this information will be shared.