

Safeguarding Adults Experience

Our commitment to you
(What happens next)



Safeguarding Kent & Medway



Case ID number: _____

Your main point of contact is:

They can be contacted on: _____

Why you have been given this leaflet



There have been some concerns about your safety and wellbeing.

We would like to support you to stay safe.



You have the right to live free from harm and neglect.



We may be told that a person is being hurt or abused.



We then try to find out what has happened.



Sometimes we may have to share information with other agencies.



When we do this you can expect:



You will be given time and help so that you can tell us what happened.



You will be listened to.



Your privacy will be respected.



You will be treated politely and with respect.



You will be given information in a way we hope you can understand.



You will know what is happening and have your views taken into account.



You can have someone of your choice to support you.



At the end of the safeguarding process we will ask you what you think by telephone or questionnaire. You can view this online at: www.kent.gov.uk/adultprotectionfeedback

How to contact us:

Telephone: 03000 41 61 61

Text relay: 18001 03000 41 61 61

Out of hours: 03000 41 91 91

Out of hours minicom: 01233 642669

Email: MakingSafeguardingPersonal@kent.gov.uk

www.kent.gov.uk/adultprotectionfeedback

You can contact us between 8:30 and 5pm