

# ACKNOWLEDGING A CONCERN

Updated 14 March 2026



Once an incident has been created using your Clubs unique public link, an automated email is sent to the CSO's email address requested you to log in to your account to review the details.

As best-practice, CSOs are encouraged to review and acknowledge all new incidents within 48 hours of being lodged.

To acknowledge a concern, navigate to the **Initial Review & Acknowledgment** tab, choose a communication method and make a record of your communication.

To close this step, you must update the Step Status to **Completed**.

A **red notification box** will appear at **48hrs** as a reminder if you haven't yet completed this step.

An **additional red notification box** will appear at **72hrs** if you haven't completed this step. This box informs you that an automated email was sent to your first escalation contact (usually a Club President) to advise them of the missed deadline.

A screenshot of the SAFE Child Safety Portal interface. The top navigation bar includes Home, Concerns, Setup, Reports, and Training. The main content area shows the 'Initial Review &amp; Acknowledgement' step. A blue arrow points from the text 'change to COMPLETED to close this step' to the 'Step Status' dropdown menu, which is currently set to 'In-Progress'. Below this, there are radio buttons for 'Acknowledgement Method' with options: Email, In-Person, and Phone Call. A 'Follow-up Date' field is also visible. At the bottom, two red notification boxes are shown: 'Initial Acknowledgement Reminder - 48hrs has now passed - 4 Mar 2026' and 'Initial Acknowledgement Missed - 72hrs has now passed - 5 Mar 2026'. The reminder box explains the 48-hour deadline and the consequences of missing it. The missed box explains the 72-hour deadline and the consequences of missing it.