



## **Guidelines for raising concerns and complaints**

If a parent, coach, athlete or an official has a concern with regards to another person's behaviour at C&C club, regardless of how insignificant the complaint may appear, contacting the Club Welfare Officer to share your concern is ALWAYS an option.

Sometimes it may be more appropriate for the complainant to discuss the issue directly with the person that has caused them to be concerned or to raise it with their supervisor. However, it is recognised that for several reasons this may not always be an appropriate pathway to raise a concern. Under such circumstances the Club Welfare Officer should be contacted.

After a concern has been raised with the Welfare Officer it is more than likely an information gathering exercise will follow. During the information gathering a minimal number of people will be informed, (the chairman and probably one other person)– on a need to know basis. The investigation process will be conducted discretely to avoid reputational harm to the complainee. If the complainant has requested anonymity this will be upheld *as far as reasonably possible* during the investigatory process.

Serious complaints of an aggravated nature will necessarily be passed onto the appropriate authorities for their future investigation.

The results of an investigation may be one or more of the following:

- a report summarising the findings with no action taken,
- updates to policies and codes of conduct,
- additional training for all volunteers,
- targeted feedback and action plans for individuals through to more serious actions to prevent further harm.

*It should be remembered that difficult cases may come to light because of multiple, seemingly unconnected, observations being put together by someone independent such as the welfare officer.*