

Low-level complaints, Code-of-Conduct, Cause-for-Concern or Safeguarding issues

The Valley Bowmen of Huddersfield follow the policy and guidance of Archery GB <https://archerygb.org/about/safeguarding> .

Complaints or disclosures could come to the Club Welfare Officer, Club Coach or a Committee Member. As few people as need to know should be involved and communication outside the complainant, respondent and Welfare Officer should be curtailed to prevent hearsay and the situation spiralling. All correspondence should be directed through the Welfare Officer, no direct contact should take place between the complainant and respondent (or others on their behalf) whilst investigations are completed.

Low-level complaints are general complaints where one person feels aggrieved by the actions of another (e.g. physical, rudeness or inappropriate comments). Low-level complaints are normally dealt with by the Welfare Officer. The affects are normally short lived. Most Low-level complaints should be resolved within 7 days wherever possible (most circumstances) and would probably be by apology from one party to another.

Code-of-Conduct issues would be where the rules or etiquette of archery have been breached. In such circumstances the Welfare Officer may be able to deal with the situation by verbal warning, written warning or fixed term exclusion. Where fixed-term exclusion is necessary both YAA and AGB would become involved as the exclusion would encompass other clubs and tournaments/competitions. The Committee would be made aware.

Cause-for-Concern – this type of complaint is when a club member (or other party) may raise a concern about a member or supporting parent/carer or guardian and whereby they have serious concerns yet there is little proof or evidence. The Welfare Officer would take the lead and would seek advice from AGB. The situation will be closely monitored as evidence is gathered. The Committee would be made aware.

Safeguarding – when a vulnerable person is exploited for another’s gain or gratification. The Welfare Officer would notify AGB (where personal safety is an immediate concern the Police would be notified). The Welfare Officer would gather any evidence available without prejudicing proceedings and hand their findings to AGB/Police.

The Club Chair is likely to be aware from the start when a complaint is received (notified by the Welfare Officer) as it is the Chair who holds legal responsibility for all matters concerning the club and its members, this said, where possible the role of the Welfare Officer is to resolve complaints.

All complaints should be processed as quickly as possible (7 – 14 days).

Schematics of disclosure or cause-for-concern flow-chart

Safeguarding disclosure

Allow the individual to talk without direction or prompting, it is their tale to tell

Record what was said accurately as soon as possible after the disclosure

Refer to the club Welfare Officer as soon as possible on 07595 906626 or safeguarding@valleybowmen.co.uk

Welfare Officer referral to AGB, Police, LADO (Local Authority Designated Officer)

Cause-for-Concern

Referral to Welfare Officer as soon as possible on 07595 906626 or safeguarding@valleybowmen.co.uk

Internal investigation by Welfare Officer

No further

Possible referral to AGB

All Low-level complaints and Code-of-Conduct issues will normally be investigated and resolved by the Welfare Officer.

When the Welfare Officer can not resolve the issue to satisfaction, the Committee could be asked to form a 'Panel-of-Three' to hear the matter and arrive at a resolution. If remaining unresolved then the matter should be referred to YAA for their own investigations and resolution.

If a complain involves the Welfare Officer then the club Secretary or Chair should take the lead in investigation and evidence gathering.