

## DRAFT Fact-Sheet 1 - Support Arrangements for the Child, parents/guardian and CWO



Mike Hamilton, the Lead Child Welfare Officer with British Orienteering, will be your point of contact throughout the resolution of the concern or complaint. Mike is the Chief Executive of British Orienteering and can be contacted during office hours on 01629 734042 or by email on [mike@britishorienteering.org.uk](mailto:mike@britishorienteering.org.uk). Mike has Child Protection training in line with the Child Protection in Sport Unit guidance and will be able to help answer any questions or queries.

If you ever have any issues or questions, no matter how small, relating to the process or to the details of this fact-sheet please contact Mike and he will be able to assist. Expert advice can also be provided by the NSPCC Helpline on 0808 800 5000 or Childline on 0800 1111.

The details below outline the usual process that follows notification of a complaint or concern. Remember each case is different and therefore may be handled slightly differently although the process will follow the steps noted below. If you want to talk about your individual case contact Mike.

Mike will maintain confidentiality *wherever possible* in line with British Orienteering's 'O Safe' Policy and will deal with cases in the manner that is explained in 'O Safe'. In brief he will:

- Respond to a concern or complaint once it is raised
- Decide if this matter can be dealt with internally by British Orienteering or be passed over to an external body such as the Local Safeguarding and Protecting Children Board or the Police.
- If appropriate contact the Club Welfare Officer (CWO) and update them as to how the concern or complaint is being dealt with and what support is being provided.
- Throughout this matter Mike will record in writing the details of any complaints or concerns made.
- Depending on the situation, Mike may seek statements from other members of the club, squad etc... and from both the person raising the concern and person alleged to have caused the concern or complaint. This record will be as full and factual an account of events and times as is possible.
- If appropriate Mike will take the case to a member of the British Orienteering Case Management Group to review this matter. If a decision is required they will decide how to deal with the complaint or concern e.g. internally, by whom
- Mike will communicate the next steps of the case to the CWO and the person making the claim and, if a child, their family. Mike will not provide support to the person alleged to have caused the concern or causing the complaint to be made; support to this person will be provided by the Child Welfare Support Officer.
- Mike will agree with the parents/guardian of the child the support that will be provided to them including the communication they will receive as the case is investigated and a decision arrived at. If the case has been handed over to external bodies responsibility for ongoing communications may reside with the external body although Mike will remain available to support the family, child and CWO as far as possible.