

DRAFT Fact-Sheet 2-Support Arrangements for the person accused of causing a concern or complaint



Laura Young, the Child Welfare Support Officer with British Orienteering, will be your point of contact throughout the resolution of the complaint. Laura is the Executive Officer of British Orienteering and can be contacted during office hours on 01629 734042 or by email on laura@britishorienteering.org.uk. Laura 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 Laura and she will try to assist.

The details below outline the usual process that follows notification of a complaint or concern. Remember each case is different and therefore will be handled slightly differently but the process will follow the same steps as noted below. If you want to talk about your individual case please contact Laura for guidance. Please note; discussions between Laura and yourself will remain procedural. The role of the Child Welfare Support Officer is to provide support that is procedural i.e. about what is going on, not to investigate or pass judgement on any allegations.

Laura will maintain confidentiality *wherever possible* and in line with British Orienteering's 'O' Safe Policy. In brief Laura will:

- Laura will communicate to the accused how the concern or complaint is being dealt with.
- Laura will have no dealings with the parents/guardian of the child or children involved or with the Club Welfare Officer (CWO), this support will be provided by the Lead Child Welfare Officer (Mike Hamilton).
- Laura will agree with the accused 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 Laura will remain available to support the accused as far as possible.
- Laura will not be able to communicate the decision taken; this remains the responsibility of either the Chair of the Case Management Group or their delegated person.

Please note that it is normal practice for a person accused to be suspended from certain or all orienteering activity whilst a concern or complaint is investigated.