

SECTION 2:

PROCEDURES

REPORTING PROCEDURES

An important consideration for all members, volunteers and staff within Volleyball England is that all concerns about children and young people should be reported. It is not the responsibility of individuals to determine whether abuse has taken place, but it their responsibility to follow these procedures to report concerns.

Concerns can come from a variety of sources; observations of changes in behaviour, observations of an incident, reports by the young person themselves or someone else about a concern.



If you have concerns about the welfare of a child or young person, you should follow the following procedures:

- Find out as much as you need to determine whether this is a concern.
- If there is an immediate risk, call 999 and keep a record of the person you spoke to.
- Complete the **Safeguarding Incident Referral Form**.
- Inform the Club Welfare Officer. The Club Welfare Officer will inform parents of the concerns unless this would pose a risk to the child. The Club Welfare Officer will liaise with the Regional and/or **Volleyball England Safeguarding Lead Officer** about next steps.

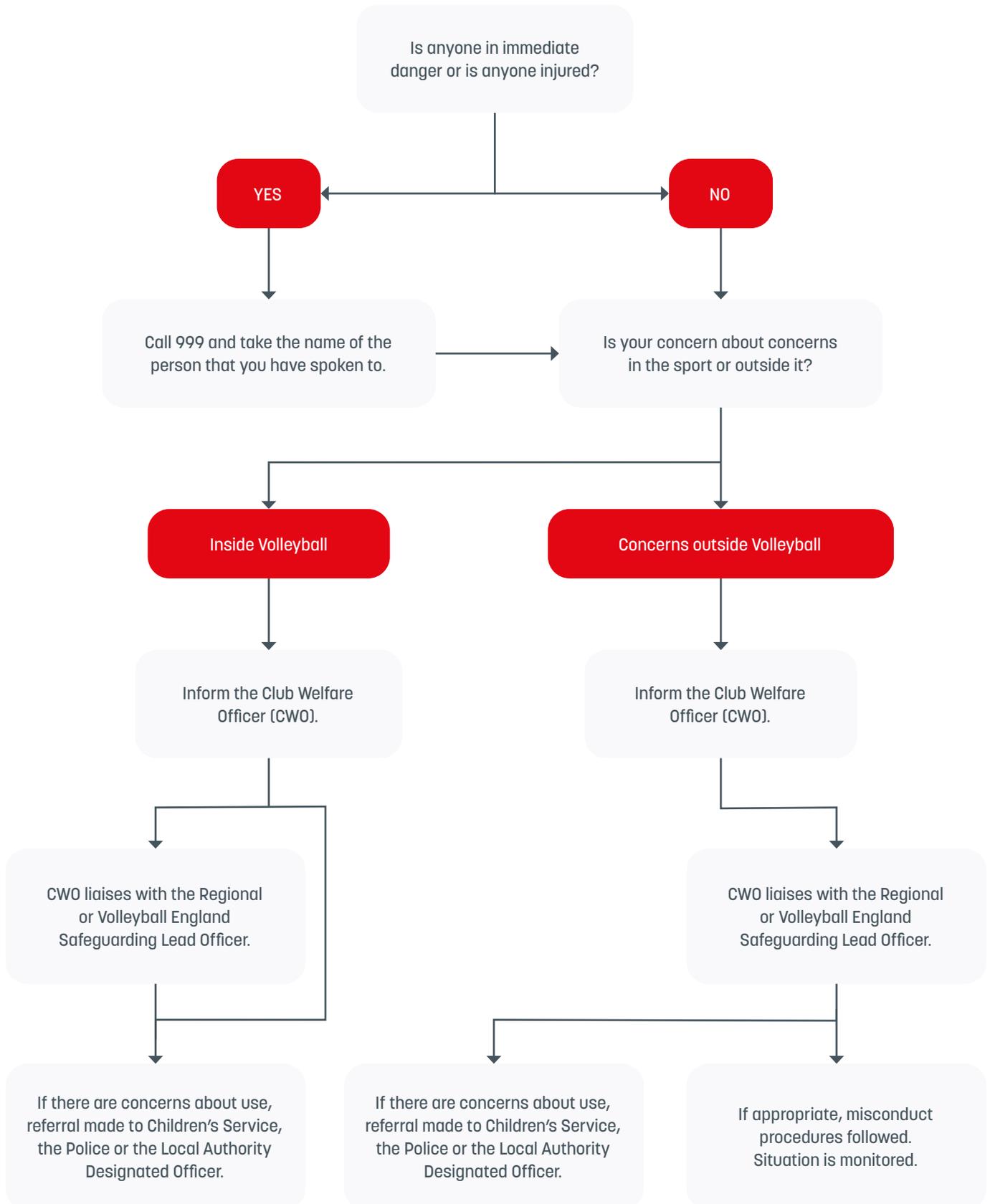
If a child or young person tells you about a concern, listen to them and let them know that you will need to report this concern in order to keep them safe. Do not promise to keep secrets. Only ask questions that assist you to reporting the concern to the Volleyball England Safeguarding Officer. Reassure the young person that they have done the right thing in talking to you.

Volleyball England will fully support anyone who, in good faith and where they have reasonable grounds for doing so, reports concerns about a safeguarding concern related to a colleague, even if that concern is proved to be unfounded.

If you would like to discuss any concerns, please contact the **Volleyball England Safeguarding Lead Officer**.



REPORTING CONCERNS ABOUT CHILDREN AND YOUNG PEOPLE - FLOWCHART



REMEMBER

- Take notes so that you can fill in the relevant paperwork.
- It is not your responsibility to decide or investigate if abuse has occurred.
- It is your responsibility to take action, however slight your concern.
- Make a factual record of the events, using the **Safeguarding Incident Referral Form** and forward a copy of the form (including any action taken or additional information) to the Club Welfare Officer / Regional or Volleyball England Safeguarding Lead Officer as soon as possible.



WHISTLEBLOWING

It's important that everyone within Volleyball England has the confidence to come forward to speak or act if they are unhappy with anything. Whistleblowing occurs when a person raises a concern about dangerous or illegal activity, or any wrongdoing within their sports organisation. All such concerns will follow the **Volleyball England Whistleblowing Policy**. When concerns are regarding the behaviour of an adult towards a young person these will be managed according to Volleyball England's Safeguarding & Protecting Young People Policy.

All information received and discussed will be treated in confidence and only shared with those individuals who will be able to manage and resolve the situation in accordance with Volleyball England's Information Sharing Guidance. Individuals can raise a matter of concern without fear of victimisation, subsequent discrimination or disadvantage. This policy is intended to encourage and enable individuals to raise serious concerns within Volleyball England and blow the whistle, rather than overlook the concern.

Volleyball England will do its utmost to protect the identity of the whistleblower when they raise a concern and do not want their name to be disclosed. However, it must be appreciated that the investigation process may reveal the source of the information and a statement by the whistleblower may be required as part of the evidence. They will be given prior notice of this and a chance to discuss the consequences. Volleyball England will not tolerate any harassment or victimisation (including informal pressure) towards whistleblowers and will take appropriate action to protect individuals when they raise a concern in good faith.

Volleyball England encourages the whistleblower to put their name to the allegation. Concerns expressed anonymously are much less powerful and may not provide all the relevant information. However, all reports will be considered at the discretion of the Case Management Team based on the seriousness of the issues raised, the credibility of the concern and the likelihood of confirming the allegation from attributable sources or factual records.



If an individual makes an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against them. If however, it is established that they have made malicious or frivolous allegations, or for personal gain, disciplinary action may be taken against them. In such cases, Volleyball England's disciplinary procedures will apply.



Individuals should raise the concern in the first instance with the Volleyball England Safeguarding Lead Officer by post to the national office, marked 'private and confidential' or via email to: safeguarding@volleyballengland.org. This should address:

- The background and history of the concern.
- Names, dates and places where possible.
- Reason for the concern.
- Reason why the standard Volleyball England safeguarding reporting procedures have not been used.

Although the whistleblower is not expected to prove the truth of an allegation, they will need to demonstrate to the Safeguarding Lead Officer that there are sufficient grounds for their concern.

If your concern is regarding the Safeguarding Lead Officer, you should refer the matter to the Volleyball England Chief Executive Officer.

If you do not want, or feel unable to report the concern to Volleyball England, the NSPCC has a [whistleblowing advice line](#).



COMPLAINTS

All members, staff and volunteers, both adult and children, are entitled to make complaints to Volleyball England. Complaints are distinguished from "whistleblowing" as they can be made by those inside and outside Volleyball. Complaints can be made by adults, young people and children by following the [Volleyball England complaints](#) procedures.