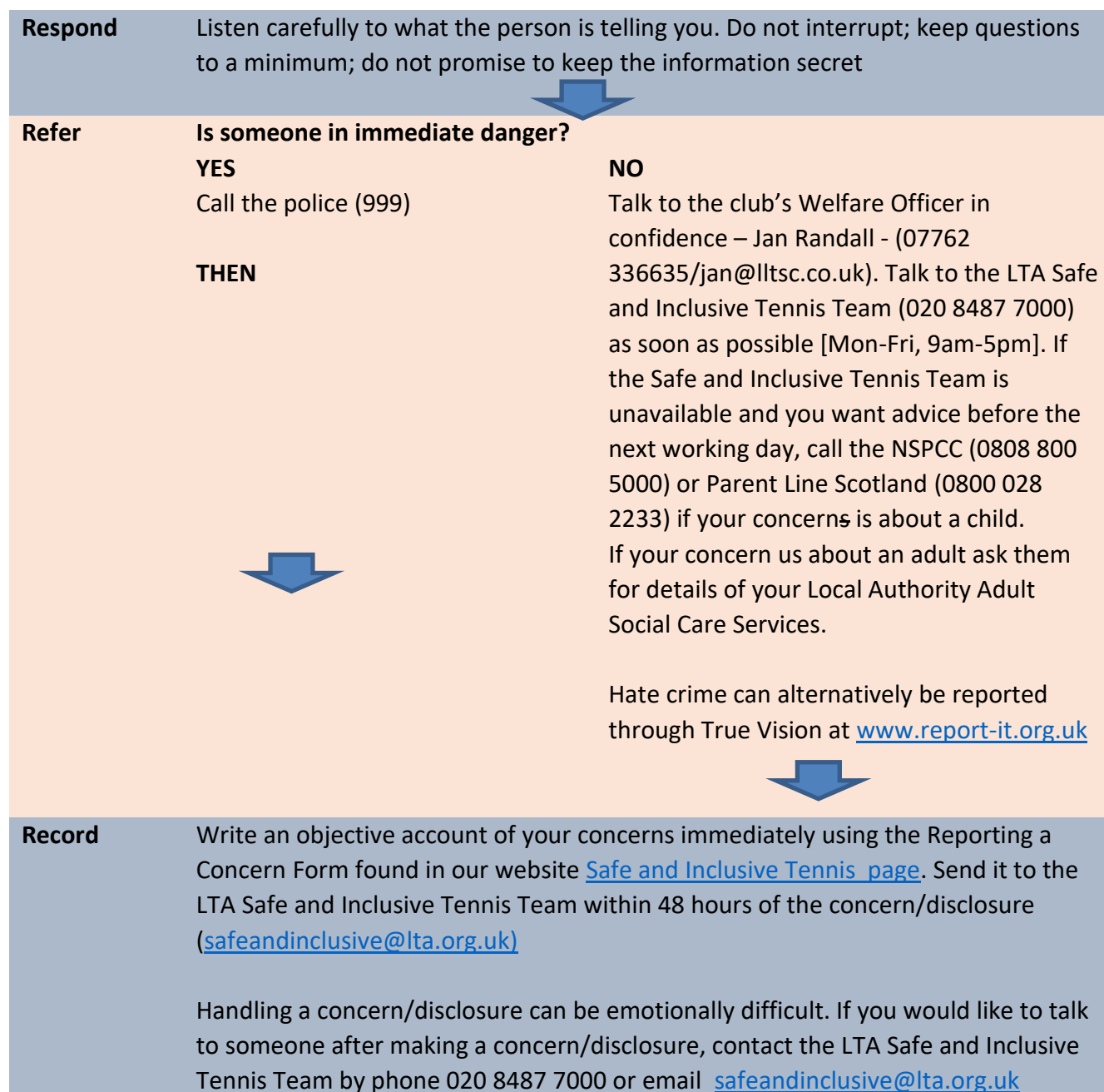


## Concern Reporting Procedure

Anyone who has concerns that they or someone else is being discriminated against or has been a victim of discriminatory language or behaviour should:



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## **Responding to concerns about someone who works with children and young people at our club.**

When someone is concerned that a person who works at our club has abused their 'position of trust' and/or harmed a child, young person or adult at risk, they should speak to the Welfare Officer immediately.

If the allegation indicates that person has:

- Behaved in a way that has, or may have, harmed a child;
- Possibly committed a criminal offence against or in relation to a child; or
- Behaved in a way that indicates s/he is unsuitable to work with children

Our Welfare Officer will contact the LTA or ESR Safeguarding Team and Local Authority Designated Officer (LADO) within 24 hours for support in next steps.

[Appendix ii](#) outlines a flowchart of the process that we follow.

## **Complaints and Feedback**

At our club we strive to go the extra mile so that we deliver our services correctly, efficiently and to a high standard at all times.

We understand there are times you may not always be happy with our club. Therefore your feedback is very important to ensure we continue to provide an excellent service.

When dealing with complaints, we follow these four values:

### **Right to Complain**

You have the right to complain and complaints are taken very seriously. You will never be bullied, harassed or disadvantaged for making a complaint.

### **Equality**

You will receive a response to your complaint regardless of your age, gender, disability, race, religion, nationality, social status, or sexual orientation.

### **Fairness**

All complaints will be dealt with fairly and openly.

### **Safeguarding**

All complaints will be treated as confidential and only discussed with those involved in the investigation and decision making process. If your complaint involves a situation where other people may be at risk or a crime has been detected, confidentiality cannot be guaranteed.

### **Making a complaint**

Often, issues can be resolved through mediation and talking, so in the first instance we encourage people to talk to our Welfare Officer.

If, however, you would like to proceed with a complaint, you should report the matter in writing to our Welfare Officer or another member of the management committee.

Your report should include:

- a) details of what occurred, including any times and locations;
- b) details of any witnesses and/or their statements;
- c) details of any former complaints made about the incident, including the date and to whom the complaints were made; and
- d) what your desired outcome is.

Unfortunately, we cannot deal with anonymous complaints. This is because we operate in a fair and transparent manner and we need to know where the complaint has come from in order to make things better.

We reserve the right to end any investigation or refer to the LTA or ESR for support, guidance or direction. If this happens you will be given the reasons for our decision.

# **SAFEGUARDING AND**

# WELFARE OFFICER

**NAME**

JAN RANDALL

**PHONE**

07762 336635

**EMAIL**

jan@lltsc.co.uk

**ABOUT ME**

My name is Jan Randall and I have been LLTSC's Safeguarding & Welfare Officer since December 2021. I have been a member for over 10 years and really enjoy my social and team tennis. I work as a counsellor and deal a lot with safeguarding issues at work, both with children and adults. My responsibilities to the club will be to promote and prioritise the safety and well-being of children and adults. It is also to encourage and maintain a culture where members feel able to raise any genuine safeguarding concerns and to know they will be taken seriously.

**The safeguarding policy can be found on the club's website. If you wish to contact me with any questions or concerns please email me at [jan@lltsc.co.uk](mailto:jan@lltsc.co.uk) or call 07762 336635**