



GUIDANCE PACK
FOR
CHILDREN, YOUNG PEOPLE AND PARENTS



ARBITRATION AND INVESTIGATIONS

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This guidance pack is for children, young people and parents who are involved in an investigation or hearing being administered by Sport Resolutions (UK). Whilst we hope that it will answer any questions you have about the process, please contact us should you have any questions or concerns at any stage of the process.

Contact

Lead Safeguarding Officer
Sport Resolutions (UK)
1 Salisbury Square
London
EC4Y 8AE

resolve@sportresolutions.co.uk

020 7036 1966

INVESTIGATIONS

What is an investigation?

An investigation is a careful search through the events leading up to a complaint, problem or disagreement. Someone we call an investigator will talk with everyone who might have been involved in order to understand what happened.



Who is the investigator?

The investigator is selected from a list of people who have been chosen by Sport Resolutions. In order to get on this list, the person must be able to show that they are good at their work and that they are safe to work with children. It is the investigators job to find out what has happened so that the problem or disagreement can be resolved.

What will you have to do?

The investigator will make contact with you by talking to or e-mailing your parents or another adult that looks after you. They will explain what they want to talk to you about and will answer any questions you have about what is going to happen. If you do not want to talk to the investigator then you do not have to. It is up to you. You may be asked to explain your version of events to the investigator. The investigator will then write down what you say. They may ask you if they can take a sound recording of what you say so that they do not miss anything. A few days later the investigator will then give you a written copy of what you have told them so that you can check that it is right. You will be asked to sign and return this to the investigator.

Confidentiality

All information provided will be kept private and you will be asked whether you are happy for the information to be shared with others before it is.



How you will be looked after

We understand that being involved in an investigation may be difficult. We aim to make it as easy and as comfortable as possible. When you meet the investigator they will explain what will happen and you can ask them any questions you want. You may ask for your parents or another adult that looks after you to be with you. If you do have someone with you for the interview then it is important that they don't talk for you as it is your views which the investigator needs to hear. You can choose where you want to talk to the investigator. This may be in your home, at your sports club or some other place where you feel safe.

ATTENDING A HEARING

What is a hearing?

If there are concerns about the behaviour of another child, coach or other adult involved in sport and how they interact with young people then they may be asked to attend a hearing to discuss whether they are safe to coach young people or to take part. A hearing is a meeting which looks at written documents and where people are invited to talk about the behaviour of the coach or adult. Sometimes young people are invited to attend a hearing to talk about their experiences of being looked after by the coach or adult. You should only attend a hearing if you want to do so. If you do not want to attend the hearing there are other ways in which you can share your experiences.



Who attends a hearing?

The hearing will be led by three people who do not know the coach or adult. Their job is to make a decision about whether the coach or adult is safe to care for young people in sport. There may also be other people present who might share their experiences on the behaviour of the coach. This may include young people, parents, or people working for the club or the national organisation for the sport. A member of the Sport Resolutions team will also be present, to make sure everything is okay. Before you attend a hearing, we will talk to you about who you would like to attend with you to support you on the day.

What will you have to do?

You may be asked to talk about your experiences of working with the coach or adult. You may be asked more questions in order for the decision-makers to understand what happened. If you don't want to attend the hearing there are other ways in which you can talk about your experiences. You can talk to the decision-makers in private, you can talk on a computer Skype link or you can talk to someone else in private who will help to write down all the things that you want to say and then the decision-makers will carefully read what you have said at the hearing.



How you will be looked after

We understand that attending a hearing may be difficult. We try to make it as easy and as comfortable as possible. You will be given the opportunity to visit the location of the hearing before the actual event and you will be told more about what you can expect. You will also be given the opportunity to ask any questions which you may have. You may also make special requests. For example, if you do not want to be in the same room as a coach or adult who may have hurt you or been unkind to you then this can be arranged.

ADVICE FOR PARENTS AND CARERS

Prior to a hearing

A member of the team at Sport Resolutions will contact you to discuss the arrangements for all parties involved. This person will have undergone safeguarding training and will have safeguarding in mind at all times of the process. The team at Sport Resolutions has a checklist to run through prior to any hearing which involves a child or young person. This ensures that all safeguards are in place and that the procedure has been communicated and thought-through prior to the hearing. If you, or the young person, is unsure or unhappy with any of the arrangements then please contact us and we shall make all efforts to accommodate your requests. You will be invited to attend the hearing location prior to the day so that nothing comes as a surprise.

Prior to an investigation

A member of the team at Sport Resolutions will contact you to discuss the arrangements for all parties involved. This person will have undergone safeguarding training and will have safeguarding in mind at all times of the process. Sport Resolutions will arrange for the investigator to speak with all parties involved in the investigation at a suitable time. This might be in person, or it might be over the phone. Should you have any questions or concerns at any time during the process then please contact the Lead Safeguarding Officer.

During a hearing

Arrangements will have been made prior to the hearing to ensure that the young person is comfortable and feels safe throughout the hearing. The opportunity to join the hearing via video will also be made available as an option. You will be able to accompany the child or young person at all times, should they and you agree to this. If appearing as a witness, the child or young person may be asked questions by the defendant's representative and by the Panel. The Panel have all signed our Code of Conduct and Panel Rules. This ensures that the child's welfare is considered at all times throughout the hearing. The Chair of the hearing is responsible for ensuring that the young person feels comfortable throughout the hearing.

During an investigation

No matter whether the investigator meets with the young person in person or speaks with them over the phone, you will have the opportunity to join them. Please consider whether the young person will feel more comfortable talking with the investigator alone. If you do join the interview, please remain quiet as it is the young person who the investigator wants to hear from. Answers should not be given by you, for them. The investigator is a trained professional and must abide by the National Safeguarding Panel Rules. If you have any questions or concerns during the investigation which you do not want to discuss with the investigator, then please contact the team at Sport Resolutions.

COMPLIMENTS AND COMPLAINTS



How to tell us if things have gone well

If you have been happy with the service you have received from Sport Resolutions, please do let us know. We welcome positive comments. You can let us know using the contact details on the next page.

What if you have a concern or wish to make a complaint

Although we try hard to make sure that we always provide a good service, we know that sometimes people feel unhappy about the work we have done. If you are worried, unhappy or want to make a complaint then you can get in touch by using the contact details on the next page.

What happens next?

If you have told us about a concern or something which you feel we have done wrong, then a Safeguarding Officer will contact you, so that you can discuss your complaint or concerns with them directly.

FEEDBACK



After the process has finished we would be really grateful if you could let us know how it was for you. This helps us improve the service we provide. The questions we would like your comments on are:

- 1) Did you feel that you had enough information about why the investigator was contacting you?
- 2) Did you understand that you did not have to be interviewed if you did not want to be?
- 3) Do you feel like you understood what would happen with the information you gave?
- 4) Did you feel comfortable and supported throughout the process?
- 5) Is there anything we could have done differently to help you?

Please send your feedback to:

Lead Safeguarding Officer
Sport Resolutions (UK)
1 Salisbury Square
London
EC4Y 8AE

resolve@sportresolutions.co.uk

020 7036 1966

Contacts

Sport Resolutions (UK) Designated Officer

Richard Harry

rharry@sportresolutions.co.uk

020 7036 1967

NSPCC

help@nspcc.org.uk

0808 800 5000

Child Protection in Sport Unit

www.thecpsu.org.uk

0116 234 7278

ASSIST

ASSIST offer confidential, emotional and practical support to individuals and families affected by trauma

www.traumatic-stress.freeserve.co.uk

01788 560 800 (helpline)

BREAKING FREE

BREAKING FREE provide support to female adults who have experienced childhood sexual abuse.

www.breakingfreecharity.org.uk

0845 108 0055 (helpline)

CHILDLINE

CHILDLINE is a 24-hour, free, helpline for children

www.childline.org.uk

0800 11 11

CITIZENS ADVICE BUREAU

The CAB helps people resolve their legal, money and other problems by providing free information and advice from over 3,000 locations across England, Wales and Northern Ireland.

www.citizensadvice.co.uk

KIDSCAPE

KIDSCAPE provides advice and support to families whose children are involved with social services.

www.kidscape.org.uk

0845 1205 204

SAMARITANS

SAMARITANS provides confidential or emotional support, 24-hours a day, for people who are experiencing feelings of distress or despair.

www.samaritans.org.uk

08457 90 90 90

STOP IT NOW

STOP IT NOW is developing a public health approach to the prevention of child sexual abuse through a network of local projects and national initiatives.

www.stopitnow.org.uk

0808 1000 900

SURVIVORS

SURVIVORS provides information, support and counselling for men who have been raped or sexually abused.

www.survivoruk.org

0845 122 1201