



ALBURY COMMUNITY SPORTS HUB

COMPLAINTS and WHISTLEBLOWING POLICY

INTENTION OF THIS POLICY

Albury Community Sports Hub Charity Trustees are committed to providing a quality service, working in an open and accountable way built on respect and trust. We recognise that this can best be done by listening and responding to our visitors and users, including SCIO Members and Volunteers. The Hub believes in responding positively to any complaints and aims to:-

- ensure that complaints can be responded to as simply as possible
- welcome feedback and suggestions about improving our service
- value compliments when they are received
- treat a complaint as a genuine expression of dissatisfaction requiring a timely response
- deal with such promptly, politely and where appropriate, confidentially
- respond as necessary with explanation, apology and information on action taken
- learn from complaints using them to improve our service

We recognise that many concerns will be raised informally and dealt with quickly. They will usually be received face-to-face, via telephone, in writing, email or by some other method. In general such matters are likely to concern services, facilities or the behaviour of other users (including volunteers). Such matters should be resolved, confidentiality maintained, and lessons learned.

The Policy will be reviewed annually by the Charity Trustees.

PROCEDURE FOR DEALING WITH FORMAL COMPLAINTS

The responsibility of the Charity Trustees Board will be to:-

- acknowledge the formal complaint in writing as soon as possible after formal receipt
- consider and respond within 14 days of acknowledgement
- deal reasonably and sensitively with the complaint
- take whatever action is agreed necessary by a majority of the Board

The complainant's responsibility will be to:-

- raise the concern promptly with a SCIO Member or volunteer who will provide access to this policy and procedure
- bring the complaint formally in writing to the attention of the Chair of the Board within six weeks of the matter arising
- explain the issue as clearly as possible including action taken thus far
- allow 14 days for the Charity Trustees Board to deal with the matter and respond

- recognise that some cases may be beyond the responsibility of the Charity Trustees to control or remedy

CONFIDENTIALITY

Except in exceptional circumstances, all efforts will be made to ensure that confidentiality about the complainant is maintained. It may be that such is not possible; each situation will be judged on the facts surrounding the complaint. Should this be the case, the complainant will be fully informed.

WHEN A COMPLAINT BECOMES A WELFARE ISSUE - WHISLEBLOWING

Albury Community Sports Hub (ACSH) is committed to encouraging and maintaining a culture where people feel able to raise genuine concerns about welfare, especially concerning the safeguarding of children, and is confident that such will be taken seriously. The Board of Trustees is committed to the highest possible standards of openness, integrity, and accountability.

What is whistle blowing?

In the context of safeguarding, “whistle blowing” is when someone raises a concern about the well-being of a child or an adult at risk.

A whistle blower may be:

- a user of the Hub;
- a volunteer;
- a coach;
- a parent;
- a member of the public.

How to raise a concern about a child or an adult at risk at ACSH

If a child or an adult at risk is in immediate danger or risk of harm, the police should be contacted by calling 999.

Where a child or an adult at risk is not in immediate danger, any concerns about their well-being should be made without delay to the Welfare Officer. The Welfare Officer will pass the details of the concern on to the Board of Trustees at the earliest opportunity and the relevant local authority and the police will be contacted, where appropriate. A concern may be recorded on the form below (Appendix 1).

If, however, the whistle blower does not feel comfortable raising a concern with the Welfare Officer, the whistle blower should contact the **Children First Welfare team 0141 419 1156** or **cwps@childrenfirst.org.uk** or **Aberdeen City Council Social Work Department 0800 731 5520**.

Information to include when raising a concern

The whistle blower should provide as much information as possible regarding the incident or circumstance which has given rise to the concern, including:

- their name and contact details (unless they wish to remain anonymous);

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- names of individuals involved;
- date, time and location of incident/circumstance;
- whether any witnesses were present.

What happens next?

All concerns raised by a whistle blower about the well-being of a child or an adult at risk will be taken seriously and every effort will be made to deal with each concern fairly, quickly and proportionately.

If the whistle blower does not believe that the concern has been dealt with appropriately and wishes to speak to someone outside the club or the LTA Safeguarding Team, the NSPCC Whistleblowing advice line should be contacted on 0800 028 0285 or by emailing help@nspcc.org.uk.

Support

ACSH will not tolerate any harassment, victimisation or unfair treatment of its facilities users, and will take appropriate action to protect any whistle blowers who raise a concern in good faith.

Adopted by the ACSH Board
3.4.23

Appendix 1
WHISTLE BLOWER RECORDING FORMAT

DETAILS OF THE PERSON REPORTING THE MATTER OF CONCERN

NAME	
CONTACT NUMBER	
EMAIL ADDRESS	
ROLE (Welfare Officer, Parent, Trustee, Coach, Volunteer, Child under 18, Adult over 18)	

WHERE DID THE CONCERN TAKE PLACE

LOCATION	
DATE	
WHO SHOULD BE INFORMED (tick)	Police Adult Social Care service Child Social Care service
OTHER	

REPORT OF CONCERN

BRIEF SUMMARY OF CONCERN	
DETAIL OF CONCERN	

Please give this completed form to the ACSH Welfare Officer (see poster in the office) or to the Chair of the Board of Trustees (using the email enquiries@alburyhub.org.uk), or to whoever in authority (eg Police or Social Worker) to whom the incident is reported.