

Table Tennis Association Of Wales Ltd Cymdeithas Tenis Bwrdd Cymru Cyf

Affiliated to The International Table Tennis Federation and
The European Table Tennis Union

Table Tennis Wales is a trading name of The Table Tennis Association of Wales Ltd

Registered office: Glanrhyd, Ebbw View, Beaufort, Ebbw Vale NP23 5NU Company registration number 4779322



Child Welfare Complaints Procedure

Statement of intent

TTW is committed to promoting the welfare of all involved in table tennis and have established a process to make it straightforward for people to raise concerns they have.

The TTW Customer Charter and Complaints Policy provides the procedure to bring a complaint for matters other than child welfare. This procedure applies to and must be adopted when a complaint/concern is received involving a child.

If at any point the complaint is considered to involve safeguarding issues then these must be dealt with in line with Safeguarding and Protecting Practice Procedure 1; Responding, Recording and Reporting.

Why is this procedure necessary

Adults often do not realise that their actions can significantly impact on children, causing them distress. In return children often do not realise that adults can find it difficult to recognise problems which would cause a child to be worried or unhappy.

Because of this it is vital to encourage communication between adults and children not least to put forward an environment whereby a child that is worried or unhappy about something feels confident that they can let someone know what is worrying them and know their worries and concerns will be addressed.

Equally an adult may be the first to recognise something is wrong but may not feel able to express their concerns out of a belief that this would be disloyal to colleagues, or they may fear harassment, victimisation or disadvantage.

These feelings, however natural, must never result in a child continuing to be unnecessarily at risk. Each individual has a responsibility for raising concerns about unacceptable practice or behaviour:

TTW is committed to maintaining a culture where it is safe, and acceptable, for all those involved in table tennis to raise concerns about unacceptable practice and misconduct.

Reasons to raise a child welfare complaint/concern;

- To prevent the problem worsening or widening
- To protect or reduce risk to others
- To prevent becoming implicated yourself

The Public Interest Disclosure Act 1998 protects those raising concerns from victimisation, discipline or dismissal where they raise genuine concerns of misconduct or malpractice. If you raise a complaint/concern you can expect from TTW;

- To be given information on the nature and progress of any enquiries if not a Point of Contact Resolution.
- All concerns to be treated in confidence.
- During the process of investigating the matter that every effort will be made to keep the identity of those raising the concern unknown, except to the minimum number of individuals practicable
- To be protect from harassment or victimisation
- That no action will be taken against you if the concern proves to be unfounded and was raised in good faith
- That malicious allegations may be considered a disciplinary offence

REMEMBER; Children are equally as entitled to raise a complaint as an adult.

The principle strand of TTW Safeguarding and Protecting Children is the provision of appropriate mechanisms. The management of complaints/concerns regarding children operates on three levels.

- Point of Contact Resolution
- Club/League or Regional Safeguarding Officer Resolution
- National Safeguarding Officer Resolution

A resolution can begin at any level and can progress through the levels in some circumstances as identified in the procedure.

Point of Contact Resolution.

Resolution by; Any adult member of TTW who has a complaint or concern drawn verbally to their attention that they feel is minor in nature and that they feel they have the ability to address.

Timescale for resolution; Immediate.

Action to be taken;

- Listen carefully to what is being said and who is saying it.
- Ideally and if at all possible consult, in a club/league context with the CLSO and in a tournament context with the nominated safeguarding person for the tournament.
- Inform the person raising the complaint/concern what action you will take.
- Inform the person raising the complaint/concern that they can pass or ask for it to be passed to Club/League or Regional Safeguarding Officer if they are not satisfied with the outcome of your action. CLSO's should deal with anything in a club/league context including tournaments just for their club/league. RSO's should deal with anything related to more than one club/league and tournaments sanctioned as ranking tournaments by TTW.
- Inform the person who the complaint/concern has been raised against of what has been said and what action is to be taken.
- Inform the person who the complaint/concern has been raised against that they can ask for it to be passed to Club/League or Regional Safeguarding Officer if they are not satisfied with the action you have taken/are requesting of them. CLSO's should deal with anything in a club/league context including tournaments just for their club/league. RSO's should deal with anything related to more than one club/league and tournaments sanctioned as ranking tournaments by TTW.

- Complete the Point of Contact Resolution form and forward to CLSO anything in a club/league context including tournaments just for their club/league. RSO's anything related to more than one club/league and tournaments sanctioned as ranking tournaments by TTW held within a region. NSO anything relating to national activities including tournaments.

Club/League or Regional Safeguarding Officer Resolution

Resolution by; CLSO or RSO of TTW who has a complaint or concern referred to them following point of contact resolution or where they are contacted directly with a complaint/concern.

Timescale for resolution; 7 working days from receipt of complaint/concern.

Action to be taken;

- Using the Child Welfare Complaints/Concerns Resolution form record the details of the complaint/concern and the details of the person reporting.
- If appropriate or necessary consult with NSO.
- Inform the person raising the complaint/concern what action you will take.
- Inform the person raising the complaint/concern that they can pass or ask for it to be passed to NSO if they are not satisfied with the outcome of your action.
- Inform the person who the complaint/concern has been raised against of what has been said and what action is to be taken.
- Inform the person who the complaint/concern has been raised against that they can ask for it to be passed to NSO are not satisfied with the action you have taken.
- Record your case findings and actions on the Child Welfare Complaints/Concerns Resolution form and file according to Practice procedure 4.
- All completed forms as above plus all Point of Contact Resolution forms should be forwarded, unless requested earlier for investigation, to NSO twice a year in January and July for previous 6 month period.

National Safeguarding Officer Resolution

The NSO has the right to be involved in any child welfare complaint/concern.

- At any stage by direct referral to them by a TTW member (child or adult), parent/guardian or member of the public.
- Where the matter is brought to their attention at Point of Contact or CLSO/RSO resolution level.
- Where one party is not satisfied with the resolution at Point of Contact or CLSO/RSO level.

Timescale for resolution; 7 working days from receipt of complaint/concern.

Action to be taken;

- If the complaint/concern is made directly to NSO the Child Welfare Complaints/Concerns Resolution form will be commenced, if NSO referral is following Point of Contact and/or CLSO/RSO resolution NSO will use records already commenced.
- If appropriate or necessary consult with Case Management Group.
- Inform the person raising the complaint/concern what action you will take.

- Inform the person who the complaint/concern has been raised against of what has been said and what action is to be taken.
- Case findings and actions taken will be recorded on the Child Welfare Complaints/Concerns Resolution form and filed according to Practice procedure 4.

The NSO's final report as to steps taken, closing the file and/or recommendations as to action is final.

At any point throughout the child welfare complaint/concern procedure the issues will be kept under review and a decision may be taken to

1. Implement a referral to statutory agency.
2. Make a formal safeguarding investigation under TTW Practice procedure 1
3. Take such other action as necessary and or recommended by NSO.

Failure to comply with this procedure may result in a recommendation from the Case Management Group that a club/league is not meeting its obligations to safeguard and protect children. This may result in a formal complaint against the club/league or other action being taken.



TTW Child Welfare Complaints/Concern Point of Contact Resolution Form

| | |
|---|--|
| <p>Child</p> | <p>Name; Male/Female</p> <p>Date of Birth;</p> <p>Address;</p> |
| <p>Parent/Guardian</p> | <p>Name;</p> <p>Date of Birth;</p> <p>Address;</p> <p>Telephone;</p> |
| <p>Alleged Person</p> | <p>Name;</p> <p>Date of Birth;</p> <p>Address;</p> |
| <p>Details of allegation and action taken</p> | <p>Details of the facts of the complaint/concern and any other relevant information making a clear distinction between what is (known to be) fact, opinion or hearsay and details of action taken.</p> |

| | | |
|---------------------------------|--|----------|
| Child's account | If appropriate. Please indicate if child not able to give account. | |
| Investigation and action taken | | |
| Action taken | Parent/guardian informed If no give reason why | YES / NO |
| | CLSO/RSO consulted | YES / NO |
| | Alleged Person informed | YES / NO |
| | Others informed If yes details | YES / NO |
| Details of person making report | TTW Designated Safeguarding Officer YES / NO Name; Address; Telephone; Signature; Date; | |

REMEMBER; This form must be sent to CLSO or RSO as per Practice Procedure for storing in line with Practice procedure 4. No duplicate should be kept.



TTW Child Welfare Complaint/Concern CLSO/RSO Resolution Form.

| | |
|------------------------------|--|
| <p>Child</p> | <p>Name; Male/Female</p> <p>Date of Birth;</p> <p>Address;</p> |
| <p>Parent/Guardian</p> | <p>Name;</p> <p>Date of Birth;</p> <p>Address;</p> <p>Telephone;</p> |
| <p>Alleged Person</p> | <p>Name;</p> <p>Date of Birth;</p> <p>Address;</p> |
| <p>Details of allegation</p> | <p>Details of the facts of the complaint/concern and any other relevant information making a clear distinction between what is (known to be) fact, opinion or hearsay.</p> |



TTW Child Welfare Complaint/Concern NSO Resolution Form.

| | |
|-----------------------|---|
| Child | Name; Male/Female Date of Birth; Address; |
| Parent/Guardian | Name; Date of Birth; Address; Telephone; |
| Alleged Person | Name; Date of Birth; Address; |
| Details of allegation | Details of the facts of the complaint/concern and any other relevant information making a clear distinction between what is (known to be) fact, opinion or hearsay. |

| | | |
|--------------------------------|--|----------|
| Child's account | If appropriate. Please indicate if child not able to give account. | |
| Investigation and action taken | | |
| Action taken | Parent/guardian informed If no give reason why | YES / NO |
| | Case Management Group consulted | YES / NO |
| | Alleged person informed | YES / NO |
| | Referred to statutory agency | YES / NO |
| NSO details | Name; Address; Telephone; Signature; | |
| | | Date; |