



## **Complaints, Allegations and Incidents in the Club setting**

Any club member with a concern may bring it to the Club Welfare Officer, or if the concern is against the Club Welfare Officer, to another officer of the committee (the Designated Officer).

If possible, the Designated Officer will talk to the parties involved, and attempt to reach a resolution. If it is agreed that any of the parties is in the wrong, apologies should be made, along with any other appropriate restitution, such as return of possessions.

If it is not possible to resolve the matter, or the alleged incident is deemed serious enough, the Club may launch an investigation. The purpose of an investigation is to establish the facts, and determine what further action needs to be taken.

Any investigation should ensure that:

- All involved parties have an equal opportunity to give their account.
- Any witnesses to the incident are sought and asked to give their account.
- All evidence is recorded.

If the investigation determines that one or more parties is at fault, appropriate sanctions may be applied. These may include verbal or written warnings, some form of reparation to the victim, exclusion from a specific activity, and in the last resort, exclusion from the Club.

The welfare of the child is paramount. If there is reason to believe that a child has been physically or sexually abused or is at serious risk of such abuse by anyone involved with the Club, the Designated Officer must be informed without delay, and any necessary steps should be taken to ensure the immediate safety of the child, including obtaining medical treatment if required. The Designated Officer will follow the procedure for Responding to Concerns of Abuse below.

Any adult interacting with children in the Club setting must report to a club officer as soon as possible if any of the following occurs:

- If they accidentally hurt a child.
- If a child appears distressed in any way by their actions
- If a child appears sexually aroused by their actions
- If a child misunderstands or misinterprets something they have done.

The club officer should record the incident, and ensure that the child's parents are informed.

## Responding to Concerns of Abuse

Abuse of children and vulnerable adults can take place in any setting, including the home, school, and sporting environment. Adults in regular contact with children and vulnerable adults through the Club may become aware of the possibility that a child is suffering abuse within or outside the Club, or may be taken into confidence by a victim of abuse. If this occurs, they have a duty to act on their concerns as follows:

- Contact the Club Welfare Officer or the NISA Safeguarding Officer to discuss the suspicions. If neither is available, contact Social Services or the police for advice, and inform the Club Welfare Officer or the NISA Safeguarding Officer as soon as possible afterwards.
- Record all information in writing.
- The Club Welfare Officer or the NISA Safeguarding Officer will decide following discussion whether the allegation warrants referral to Social Services or the police.
- If, following discussion, it is believed that a referral is necessary, this will be made by the Club Welfare Officer or the NISA Safeguarding Officer.
- Social Services will advise about contacting parents and/or the alleged perpetrator. It is not the role of the Club to make this decision: it will only act on the advice given.
- If the matter is not referred, the Club Welfare Officer or the NISA Safeguarding Officer will advise on any further steps.

The NISA Initial Issue/Concern Reporting Form should be used to document all issues that are referred to NISA. A copy of the form is available on the club website, [www.oxist.co.uk](http://www.oxist.co.uk).

## Accidents and Medical Incidents

Accidents or medical incidents may happen at any time, and the Club must always be prepared for them. There should always be qualified first aid cover available during club sessions, either from coaches, or from members of rink staff.

If a club member has a medical condition which renders them more likely to suffer injury or illness during a session, they or their parent/guardian have a duty to disclose this to the club, so that appropriate treatment can be arranged more quickly in the event of an incident.

If the first person on the scene of an incident is not first aid qualified, they should summon a qualified person, and should ensure that someone stays with the patient until a qualified first aider is with them. The first aider will decide if emergency services should be called, or recommend if the patient should be taken to a doctor or hospital for further checks/treatment.

All accidents must be reported according to the following procedure:

- Fill in an accident report form.
- Make contact immediately with parents or guardians
- Place one copy of the form onto the injured person's file
- Forward one copy to the Club Welfare Officer for record keeping / action required
- Record in detail all facts surrounding the accident, witnesses, etc
- Record and take any further action
- Sign off on any action required from welfare/safeguarding officer

The NISA Accident Report Form is available on the club website, [www.oxist.co.uk](http://www.oxist.co.uk), and hard copy blank forms should be kept in the club locker at the ice rink.

## **Bullying**

Bullying, usually (although not always) of one child by another, presents one of the commonest threats to the welfare of children and vulnerable adults. Oxford Ice Skating Club (OXIST) recognises this, and is committed to promoting an atmosphere that is safe and welcoming to all. Bullying of any form is never acceptable, whether the offender is a child or an adult, and will not be tolerated or excused. The victim is not responsible for being the target of bullying.

Oxford Ice Skating Club (OXIST) follows the Oxford School of Skating Anti-Bullying Policy. A full copy of this is available on the club website, [www.oxist.co.uk](http://www.oxist.co.uk), but for convenience key procedural sections are reproduced here.

In the event of bullying taking place, the following will apply:

### **Procedures**

1. Report bullying incidents to a coach, the Club Welfare Officer or a member of the committee, or a member of the rink staff
2. In cases of serious bullying, the incidents will be referred to The National Ice Skating Association for advice
3. Parents should be informed and will be asked to come in to a meeting to discuss the problem
4. If necessary and appropriate, police will be consulted
5. The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly
6. An attempt will be made to help the bully (bullies) change their behaviour
7. If mediation fails and the bullying is seen to continue the club or staff will initiate disciplinary action.

### **Actions**

1. Reconciliation will be attempted by getting the parties together. It may be that a genuine apology solves the problem.
2. If this fails a meeting with a small committee, the parent and child alleging bullying should be arranged to get details of the allegation. Minutes should be taken for clarity, which should be agreed by all as a true account.
3. The same persons should meet with the alleged bully and parent/s and put the incident raised to them to answer and give their view of the allegation. Minutes should again be taken and agreed.
4. If bullying has in their view taken place the athletes should be warned and put on notice of further action i.e. temporary or permanent suspension if the bullying continues.

### **Sanctions**

- Skater may be asked to leave the ice for a short period of time.
- Skater may be asked to leave the ice for the rest of the session.
- Skater may be excluded for several sessions.
- Skater may be permanently excluded

## **Photography and Video**

Individuals should only be photographed or videoed with their consent, and if the subject is a child, with the consent of a parent or guardian. This includes images taken by the Club at club sessions for the purposes of promoting the Club and its activities, for which explicit consent forms must be signed.

If a member or parent is suspicious that someone is taking pictures or video without the consent of the individual and their parents, then they should report this to a committee member or rink staff, who will determine what further steps to take.

Photography and videoing should only take place in public areas of the rink, and not in the toilets or changing rooms.

Coaches who use video as a teaching aid should do so within the guidelines laid down by the NISA Safeguarding and Protecting Young People policy and the Coaches' Code of Conduct.

## **Late Collection**

It is not the responsibility of the Club to take children home if their parents are not available to collect them at the end of a session.

If parents do not arrive to collect their child, the Club will do the following:

- Attempt to contact the parents using all provided contact numbers
- Wait with the child at the ice rink, with other volunteers or parents if possible
- Remind the parents of the policy on late collection

The Club's volunteers should not:

- Take the child home, or to any other location
- Send the child home with someone else without parental permission
- Leave the child alone

## **Travel to Events away from the Rink**

Oxford Ice Skating Club (OXIST) does not organise group travel to events such as competitions and shows, and does not organise any events for its members which require group travel or overnight stays away from home.

When club members decide to take part in skating events away from Oxford, it is their own or their parents'/guardians' responsibility to organise travel and accommodation.

## Good Practice

Young people thrive when they have good role models in a positive culture. In order set the best possible example, as well as to minimise the risk to themselves of a malicious or mistaken accusation, all adults involved with the Club should endeavour to conduct themselves in an exemplary fashion at all times.

### Good practice includes all of the following:

- Treating everybody with equal respect and dignity, regardless of age, gender, ethnicity, religion, social background, sexual orientation or disability.
- Encouraging openness, communication and mutual trust
- Putting the welfare of the individual first.
- Promoting good sportsmanship and graceful acceptance of success and failure.
- Respecting and promoting Oxford Ice Rink's patch guidelines and Club etiquette
- Giving enthusiastic and constructive feedback rather than negative criticism.
- Not swearing or using foul, abusive or discriminatory language.
- Not smoking or drinking alcohol in front of young people.
- Avoiding private or unobserved situations. Where the fitting of children's dresses is concerned the parent must be present or have given consent.

In the context of ice dance, it is accepted that couples skating together are a fundamental part of the sport, and that adults and children will sometimes skate with each other. However, the following principles should be observed to ensure that young people are not placed in an awkward or embarrassing position:

- All skaters have an absolute right to decline to dance with someone else, and do not have to give a reason.
- If a young person shows reluctance or nervousness about skating in a couple, they should not be pressed.
- When skating in dance hold with a young person, adults must take especial care not to use excessive strength or touch their partner inappropriately.

### Practices which can never be sanctioned:

The following poor practices are never acceptable.

- Use of excessive, physical or humiliating punishments.
- Failure to act when possible abuse or bullying is witnessed
- Engaging in rough physical or sexually provocative games.
- Spending excessive amounts of time alone with young people away from others
- Allowing or engaging in any form of inappropriate touching.
- Allowing children to use inappropriate language unchallenged.
- Making sexually suggestive comments to a child, even in fun.
- Reducing a child to tears as a form of control.
- Allowing allegations made by a child to go unchallenged, unrecorded, or not acted upon.
- Doing things of a personal nature for a child that they can do for themselves

## Useful Contacts

The NSPCC Helpline	0808 800 5000	
Childline	0800 1111	
Disclosure and Barring Service (DBS)	0844 453 0162	
Child Protection in Sport Unit	0116 366 5590	Email – <a href="mailto:cpsu@nspcc.org.uk">cpsu@nspcc.org.uk</a>
Sports Coach UK	0113 274 4802	
Oxfordshire County Council Social Services	0845 050 7666	Out of hours – 0800 833 408
Thames Valley Police – non emergency	101	
Thames Valley Police – emergency	999	
Institute of Sport & Remedial Massage	0208 450 5851	
NISA	0115 988 8060	
NISA Safeguarding	Email – <a href="mailto:safeguarding@iceskating.org.uk">safeguarding@iceskating.org.uk</a>	