

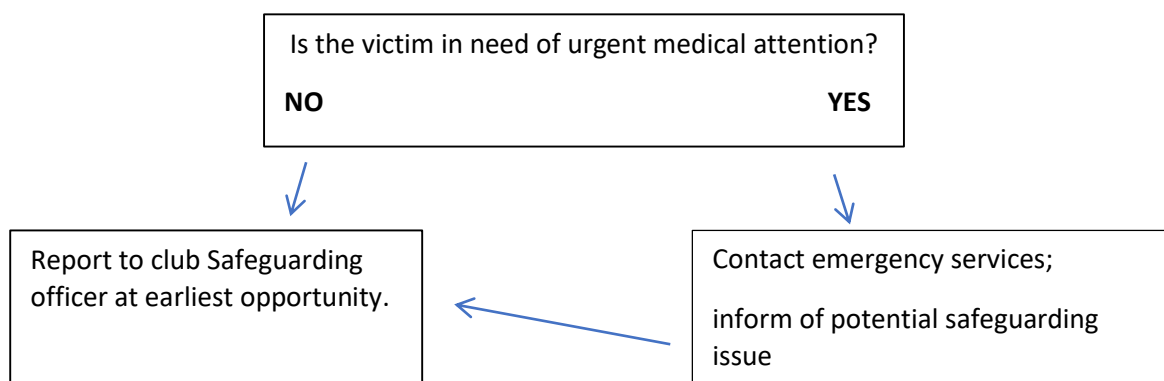


## **BARNSTAPLE RUGBY FOOTBALL CLUB**

### **SAFEGUARDING REPORT PROCEDURE**

A Child has disclosed concerning information to you OR you have witnessed or had reported to you an incident or complaint involving the behaviour of an adult in relation to a child, which may be considered abuse or poor practice.

**STAY CALM – REASSURE – NO PROMISES – FEW QUESTIONS – FOLLOW GUIDE**



### **COMPLAINT PROCEDURE**

Barnstaple Rugby Football Clubs Complaint procedure;

If it's at all possible try to resolve the issue with the person/s you have a complaint against.

If this fails, or is not possible, all complaints must be put in writing and sent to the Club Secretary or the Club Chairman, marked **CONFIDENTIAL**

**The secretary/Chairman will respond to you within 7 days of receipt of complaint.**

He will also outline how he has chosen to deal with the complaint, or inform you to whom he has designated to deal with or investigate the complaint.