



## RESPONDING TO CONCERNS PROCEDURE

If a player, parent/carer, member of staff or volunteer has a concern about the welfare of a child, or the conduct of another child/young person or an adult (whether they are a parent, coach, member, or otherwise), these concerns should be brought to the attention of Glen Golf Club's Safeguarding Officer, John Lunn, without delay. The person reporting the concern is not required to decide whether abuse has occurred, but simply has a duty to pass their concerns and any relevant information to the Safeguarding Officer. Please refer to the flowchart below.

All concerns will be treated in confidence. Details should only be shared on a "need to know" basis with those who can help with the management of the concern.

Concerns will be noted on the 'Concern Recording Form' and sent to the Scottish Golf Lead Safeguarding Officer and retained confidentially within the club. *The Scottish Golf Lead Safeguarding Officer will assist with completion of this form if required, e-mail: [safeguarding@scottishgolf.org](mailto:safeguarding@scottishgolf.org)*

Glen Golf Club (the **Glen**) will work with Scottish Golf and other external agencies to take appropriate action where concerns relate to potential abuse or serious poor practice. The Glen's disciplinary procedures will be applied and followed where possible.

In the event of a child making a disclosure of any type of abuse, the following guidance is given:

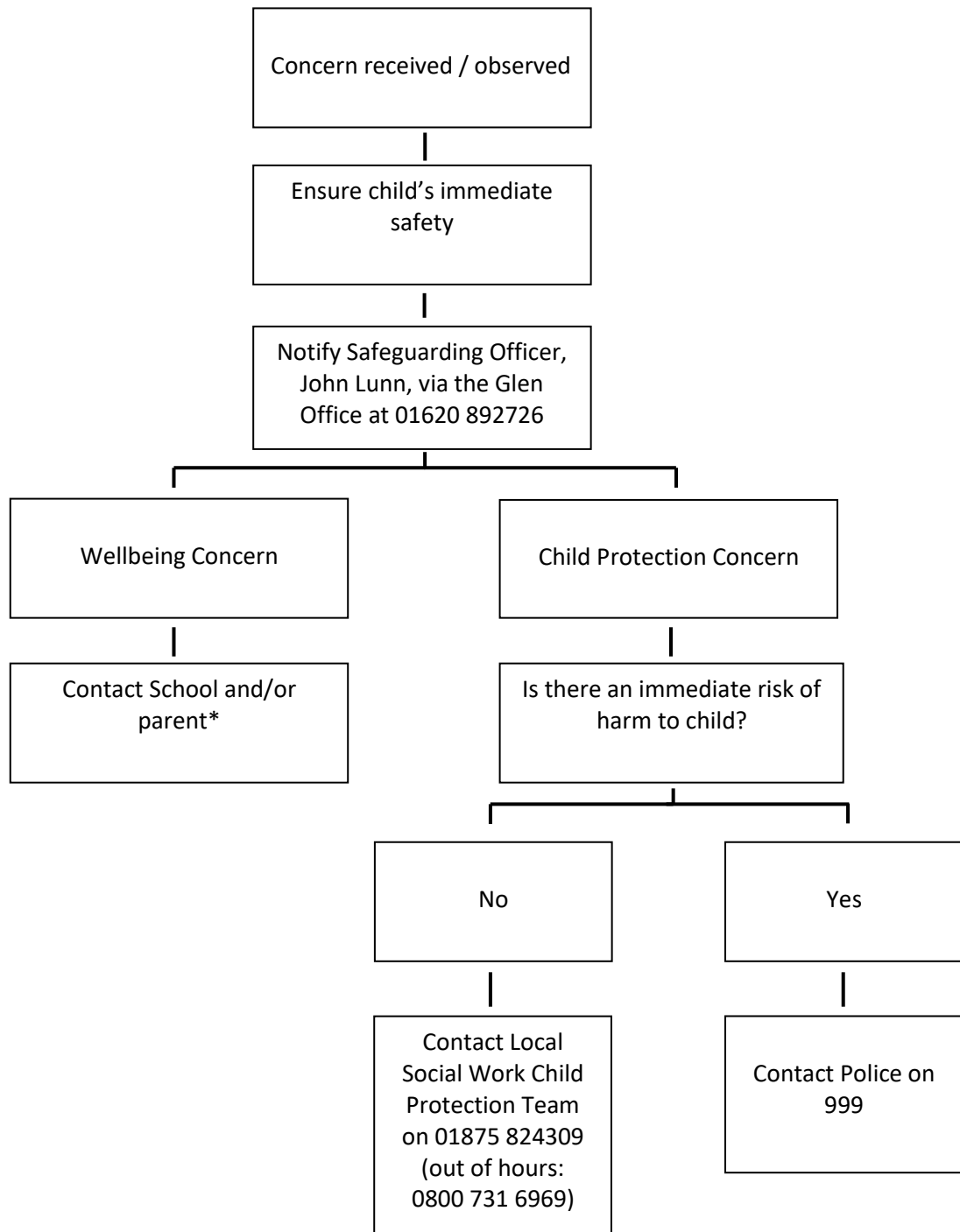
- Reassure them that they have done the right thing to share the information
- Listen carefully
- Do not make promises that cannot be kept, such as promising not to tell anyone else
- Do not seek to actively question the child or lead them in any way to disclose more information than they are comfortably able to: this may compromise any future action. Only ask to clarify your understanding where needed e.g. Can you tell me what you mean by the word xxxxx?
- Record what the child has said as soon as possible on a concern recording form.

Do not notify the parents or carers unless you have first sought advice from that statutory authorities or the Scottish Golf Lead Safeguarding Officer.

The NSPCC Helpline is available to discuss concerns regarding poor practice and abuse in confidence with members of the public who need support. Those with concerns are encouraged to use this service. The Helpline number is 0808 800 5000.

Safeguarding children and young people requires everyone to be committed to the highest possible standards of openness, integrity and accountability. The Glen supports an environment where staff, volunteers, parents/carers and the public are encouraged to raise safeguarding and child protection concerns. Anyone who reported a legitimate concern to the organisation (even if their concerns subsequently appear to be unfounded) will be supported. All concerns will be taken seriously.

## RESPONDING TO CONCERNS FLOWCHART



### **Informing Scottish Golf:**

All concerns should be shared with the Scottish Golf Safeguarding Team by contacting [safeguarding@scottishgolf.org](mailto:safeguarding@scottishgolf.org)

### **\*Informing Parents:**

Where you have reason to believe that a parent/carer/family member may be responsible for abuse you should always seek advice from police or social work FIRST and follow their advice as to who informs parents. For all other concerns, parents/ carers should be notified that a referral has been made at the earliest opportunity.