



**Flow Chart for the handling of both formal and informal complaints and concerns**

**FIRST CONTACT**  
If a player, parent or user makes a complaint to you as a coach, volunteer or member of staff the first thing to do is decide what category the complaint falls into and then refer them onwards. Please do not get involved in the details of the complaint/concern yourself.



**SAFEGUARDING**  
  
ANY CLUB WELFARE OFFICER  
  
Dave Yates  
  
Carrie Denning  
Tracy Kilgannon  
  
Ste Watts

**JUNIOR**  
  
Dave Yates  
  
CLUB VICE CHAIRMAN

**ADULT/OPEN AGE**  
  
Janet Haselden  
  
CLUB SECRETARY

**HEALTH & SAFETY**  
  
Dave Yates  
  
CLUB VICE CHAIRMAN

**EQUALITIES**  
  
Janet Haselden  
  
CLUB SECRETARY

**Contact Details**

For the safeguarding team:– [cwo@thattoheathcrusaders.org](mailto:cwo@thattoheathcrusaders.org)

For junior complaints – Dave Yates [mrd1yat@gmail.com](mailto:mrd1yat@gmail.com)

For adult or open age complaints – [secretary@thattoheathcrusaders.org](mailto:secretary@thattoheathcrusaders.org)

For health and safety complaints or concerns - Dave Yates [mrd1yat@gmail.com](mailto:mrd1yat@gmail.com)

For equalities concerns or complaints - [secretary@thattoheathcrusaders.org](mailto:secretary@thattoheathcrusaders.org)

**REMEMBER: DON'T TRY TO DEAL WITH IT YOURSELF OR IT WONT GET RECORDED AND YOU MAY SAY OR DO THE WRONG THING**

## **DEFINITIONS**

### **SAFEGUARDING**

Any issues or concerns about the safety or wellbeing of children and those under the age of 18, including Child Protection. Safeguarding also covers vulnerable adults.

### **JUNIOR**

Any issue or concern outside of Safeguarding regarding the delivery of the club's services for Junior members, such as Subs, Discipline, League matters etc

### **ADULT/OPEN AGE**

Any issues or concerns outside of Safeguarding regarding the delivery of the club's services for those aged over 18, such as Subs, Discipline, League matters etc

### **HEALTH & SAFETY**

Any issues or concerns outside of Safeguarding regarding the safe delivery of the club's services to all its members, such as hazards, unsafe practices, equipment, risk assessments and the general environment

### **EQUALITIES**

Any issues or concerns outside of Safeguarding that concerns discrimination when the club provides goods, facilities and services to its members and the public, including disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

If you are unsure as to which category the complaint or concern you have been made aware of belongs to then please contact any member of the committee.

**THANK YOU FOR YOUR COMMITMENT TO  
PROVIDING A SAFE AND FRIENDLY ENVIRONMENT  
FOR EVERYONE WHO USES OUR CLUB**