



Club Complaints & Disciplinary Policy

Club Complaints and Disciplinary Procedures

The welfare of the child is paramount to the Club. In order to assist the BIS and the Club in upholding this principle you are asked to submit any

Complaints to the chairman of the club by emailing sec.wisc@gmail.com

NB: When completing the form please give full names and their Club roles.

Concerns to the Club Welfare Officer by emailing safe.wisc@gmail.com

Concerns may be about the behaviour of any child or adult involved or spectating at your Club and could include:

- General concerns about a child's welfare
- Concerns related to a safeguarding incident e.g. bullying or poor practice
- Concerns, suspicions or allegations of misconduct
- Breaches of the BIS Safeguarding Policy
- Allegations of abuse made by or against any child or adult

If you would like further details of recognition, responding and what should be reported please refer to the BIS Safeguarding Policy (Section 2) which can be found on Safeguarding pages of the BIS website:

<http://www.iceskating.org.uk/index.cfm/work-force-coaching/safeguarding/>

To discuss a specific concern or issue please contact the Club Welfare Officer or BIS Lead Safeguarding Officer in the first instance.

Useful contacts

Organisation	Contact details
BIS	National Ice Skating Association Grains Building - High Cross Street - Nottingham - NG1 3AX Office: 01159888060 www.iceskating.org.uk
BIS Lead Safeguarding Officer	Michelle Draper; Mobile: 07535041881 Office: 01159888060
NSPCC Helpline (24 hours)	Tel: 0808 800 5000 Website: www.nspcc.org.uk
NSPCC – Child Protection in Sport Unit (CSPU)	Tel: 01162 34 7278, E-mail: cpsu@nspcc.org.uk

LSCB (Local Safeguarding Children's Board)	Website: www.safenetwork.org.uk
Victim Support Helpline:	Tel: 0845 3030 900 Website: www.victimsupport.org.uk
Child line	Tel: 0800 1111 Website: www.childline.org.uk

