



CPD Clydach FC

Safeguarding Concerns & Complaints Procedure

1) Safeguarding Standards

- Child-centred approach prioritised and maintained
- Confidentiality strictly observed
- All parties treated fairly
- Records maintained throughout by impartial note taker

2) Types of Concerns Covered

This process applies to:

- Safeguarding concerns (risk of harm to a child)
- Poor practice (e.g. inappropriate conduct, boundary issues)
- Breaches of club codes of conduct
- Bullying, discrimination, or harassment
- Inappropriate behaviour by adults or peers

Immediate risk: If a child is in danger, contact emergency services and/or social services immediately before following this process.

3) How to Raise a Concern

Concerns should be reported to Club Safeguarding Officer(s) (CSOs). If a CSO is unavailable, then a committee member can be contacted, who can liaise with the CSO.

Methods of Reporting

Where possible, please fill out an [incident reporting form](#) with all the required information. The form includes a free text box if you wish to add further information about the incident. If unable to access form, then you can raise the matter via:

- Verbal report (must be recorded formally within 24 hours)
- Written incident



- Email or SMS/WhatsApp to CSO contact

4) Information Required if not filling out incident form

- Name and contact details of individual raising the incident (unless anonymous)
- In what capacity are they acting (parent, carer, coach, player, volunteer, spectator)
- Name of child/individual at risk
- Name of parent/carer if incident involves a child
- Age and group of child/individual (e.g. Boys under 7's / Girls under 10's)
- Individual(s) the incident/complaint is concerning and their role in the club (parent, carer, coach, player, volunteer, spectator)
- Details of concern/incident, including dates, times, location
- If any former complaints have been made and to whom they were made
- Any witnesses and contact details if known
- Any immediate actions that have been taken
- Has the parent/carer been informed of the incident/concern?

5) Initial Response & Risk Assessment - Timeframe: Within 48 hours

The CSO must:

- Acknowledge receipt of the concern
- Log the concern securely
- Conduct an initial risk assessment

Possible Immediate Actions:

- No further action (with justification recorded)
- Monitor situation
- Implement interim safeguarding measures (e.g. supervision, temporary suspension)
- Refer to external agencies (FAW, social services, police)



6) Preliminary Review

Timeframe: Within 5 working days

The CSO will:

- Review available information
- Determine the seriousness of the concern
- Decide next steps:

Possible outcomes of review:

- Informal resolution (e.g. guidance, mediation)
- Escalation to formal investigation
- Immediate referral externally (if safeguarding threshold met/exceeded)

7) Formal Investigation

Timeframe: Completed within 20 working days

Where required:

- Offer parties to attend a Personal Hearing and to be accompanied by a companion.
- An impartial investigator will be appointed only where necessary
- An impartial note taker will be appointed
- All relevant evidence will be gathered:
 - Statements
 - Interviews
 - Written/online communications

8) Outcome & Decision - Timeframe: Within 5 working days of investigation completion

Possible outcomes include:

- No further action
- Order to complete further training
- Verbal warning



- Written warning
- Exclusion from a prescribed number of matches
- Exclusion from a prescribed number of training sessions
- Removal from team for a prescribed time
- Removal from team and refusal of re-registration

Communication:

- Complainant receives outcome summary (subject to confidentiality)
- Respondent is informed of findings and any actions
- Decisions are documented and securely stored

9) Appeals Process

An appeal may be submitted if:

- The procedure was not followed correctly
- New evidence is available

Submission

- Must be submitted **within 10 working days** of the outcome/decision
- Must be in writing to the Club Secretary (Tim Daley)
- Must clearly state grounds for appeal (covered in point 9)

10) Appeal Review

Timeframe: 20 working days

Reviewed by an independent panel, consisting of club officials (not previously involved)

Panel may request to review documentation, request further clarification and/or conduct additional interviews (if necessary)

Appeal Outcomes

- Decision upheld
- Decision amended
- Decision overturned



- Case referred for further investigation

This decision is final at club level, though individuals retain the right to refer to Football Association of Wales or relevant authorities.

11) Record Keeping

- All concerns recorded in a secure safeguarding log and retained in line with GDPR and safeguarding best practice. Access limited to authorised safeguarding/committee personnel

12) Escalation Outside the Club

Concerns should be escalated externally where appropriate:

- Football Association of Wales safeguarding team
- Local authority safeguarding services
- Police (if criminal behaviour suspected)

13) Summary Timeline

Stage	Timeframe
Acknowledgement	Within 48 hours
Initial review	Within 5 working days
Investigation	20 working days
Outcome issued	Within 5 days
Appeal submission	Within 10 working days
Appeal decision	20 working days