**Procedure for making a formal complaint against a welfare officer.**

Cambridgeshire fencing club (CFC) and British Fencing do their best to ensure that positions of responsibility for young people are only held by suitable people, recruited following safe recruitment procedures and fully trained in child welfare. There may be occasions when the conduct of our staff falls short of the high expectations we have of them. Ordinarily, the first point of contact would be the club welfare officer (currently Debbie Davis – January 2018) who would record any information and act on it in accordance with the procedures required by British Fencing.

 If the complaint is against the welfare officer an alternative procedure should be followed.

1. The complainant or their representative should contact the equality and safeguarding manager at British Fencing. This is currently Liz Behnke. Her contact details are equality@britishfencing.com  Telephone number 077177 40125

 **For urgent issues please call 07526 003030. Please give as much detail as possible, and remember that any information you give, whilst treated in confidence, may have to be passed on to other agencies involved in child protection.**

1. The complainant or their representative should contact the club chair and secretary to inform them that a complaint has been made.
2. Depending on the nature of the complaint and advice from the safeguarding manager, the welfare officer may either remain in post with or without certain limitations on their activities, be suspended from their position temporarily pending further investigation or dismissed immediately. This decision should be made by XXX of the committee within 7 days of being informed of the complaint. A written summary of the decision should be provided to both the complainant and the welfare officer. If further investigation is required, a summary of the actions to be taken and an indication of the timescale should be given. Specific details of the complaint should not be included or distributed.