

## SOA CHILD PROTECTION POLICY

Scottish Orienteering Association (SOA) is fully committed to safeguarding the welfare of all children in its care. We recognise the responsibility to promote safe practice and to protect children from harm, abuse and exploitation. For the purposes of this policy and associated procedures a child is recognised as someone under the age of 18 years. Staff and volunteers will work together to embrace difference and diversity and respect the rights of children and young people. This document outlines the SOA's commitment to protecting children.

This policy statement is based on the following principles:

- The welfare of children is the primary concern.
- All children, whatever their age, culture, disability, gender, language, racial origin, socioeconomic status, religious belief and/or sexual identity have the right to protection from all forms of harm and abuse.
- Child protection is everyone's responsibility.
- Children have the right to express views on all matters which affect them, should they wish to do so.
- Organisations shall work in partnership together with children and parents/carers to promote the welfare, health and development of children.

The SOA will:

1. Promote the health and welfare of children by providing opportunities for them to take part in orienteering safely.
2. Respect and promote the rights, wishes and feelings of children.
3. Promote and implement appropriate procedures to safeguard the well-being of children and protect them from abuse.
4. Comply with current legislation in requiring coaches and coaching assistants who are working with children to be members of the Protection of Vulnerable Groups (PVG).
5. Recruit, train, support and supervise its staff, members and volunteers to adopt best practice to safeguard and protect children from abuse and to reduce risk to themselves.
6. Require staff, members and volunteers to adopt and abide by this Child Protection Policy, and related procedures.
7. Support and encourage all adult members and volunteers working with children to attend basic Child Protection training.
8. Support and require all members to observe the Scottish Orienteering Code of Conduct for Coaches, including verbal and non-verbal actions when involved in activities with children.

9. Take seriously all concerns about breach of this Code of Conduct and respond to them in line with the SOA's Complaints Policy and/or Disciplinary Procedure and/or Procedure for Responding to Concerns about Child Abuse
10. Respond to any allegations of misconduct or abuse of children in line with this Policy and these procedures as well as implementing, where appropriate, the relevant disciplinary and appeals procedures.
11. Follow appropriate procedures for recruitment and selection of people to ensure staff/volunteers have been correctly vetted for working with children as appropriate
12. Reserve the right to require staff, members and volunteers to complete a Self-Declaration form for Regulated Work with Children.
13. Make readily available all associated procedures and documents as listed below and promote awareness of these amongst members.
14. Observe guidelines issued by local Child Protection Committees for the protection of children.
15. Regularly review any child protection issues that arise; monitor and evaluate the implementation of this Policy and these procedures.
16. Adopt British Orienteering's "O-Safe" guidelines for aspects where the SOA does not have its own specific guidance or policy.

**Notes** (1) Licensed coaches have signed and abide by the Scottish Orienteering Coaches' Code of Conduct; other adults working with children are required to abide by that Code of Conduct with the exception of the third and fourth points under "Professional Responsibilities".

#### **Associated documents**

- SOA Child Protection Officer Job Description
- Disciplinary Procedure
- Code of Conduct for Coaches
- Risk Assessment form
- Procedure for Recruitment and Selection of Staff/Volunteers
- Data Protection Policy
- Complaints & Grievance Procedure
- Flowchart on how to respond to concerns about a child

## DISCIPLINARY PROCEDURE

The Scottish Orienteering Association (“SOA” hereafter) aims to encourage high standards of individual behaviour in all aspects of the sport. This procedure sets out the action which will be taken when the code of conduct is breached by a volunteer or a member of staff.

### 1. PRINCIPLES

- a) This procedure is designed to establish the facts quickly and to deal with disciplinary issues consistently.
- b) No disciplinary action will be taken until a matter has been fully investigated.
- c) The member of staff/volunteer involved may be suspended from their role while an investigation is carried out. Suspension is not a form of disciplinary action. A decision to suspend will be made by the Chief Operating Officer. Notification of the suspension and the reasons will be conveyed in writing to the member of staff/volunteer.
- d) At every stage of the formal disciplinary procedure the member of staff/volunteer will have the opportunity to state his/her case at a disciplinary hearing. If so wished he/she will have the opportunity to be represented or accompanied at the hearings by a third party e.g. a friend or colleague or a trade union representative, (where applicable).
- e) The member of staff/volunteer has the right to appeal against any disciplinary action.
- f) The disciplinary procedure may be implemented at Stage 1, 2 or 3 if the member of staff/volunteer’s alleged misconduct warrants such action.

### 2. THE PROCEDURE

#### 2.1 Initial Assessment/Stage

The purpose of the initial assessment is to clarify the nature and context of the concern. It should determine whether there is reasonable cause to suspect or believe that a child has been abused or harmed, or is at risk of abuse or harm. It will involve asking some basic questions of appropriate individuals with the sole purpose of clarifying the basic facts.

If the nature of the concern suggests a criminal offence has occurred, or that a child may have been abused, then advice must be sought from the police before speaking to child witnesses or to the member of staff/volunteer at the centre of the allegation.

The possible outcomes of the initial assessment are:

1. No further action (facts do not substantiate complaint).

2. Situation is dealt with under formal disciplinary procedures (by sports organisation).
3. Child protection investigation (jointly by the police or social work services).
4. Criminal investigation (by the police).

Where a member of staff/volunteer fails to meet the required standard of behaviour and the shortfall is of a minor nature, the [role title] may decide to speak to the member of staff/volunteer on an informal basis to avoid the need for formal disciplinary action. The [role title] will also advise the member of staff/volunteer of the need to achieve and maintain the standards required. The [role title] may inform the member of staff/volunteer that failure to achieve the required standards will result in a formal disciplinary hearing, which may result in disciplinary action.

Facts of the conversation should be noted and confirmed in writing to the member of staff/volunteer so there is clarity about what has to be achieved.

Following the initial assessment a period of precautionary suspension may be helpful or necessary while a concern is being further investigated.

## 2.2 Precautionary Suspension

Precautionary suspension may be considered in the following circumstances:

- if the police or social work services advise suspension
- if the allegation made against the member of staff/volunteer was ultimately to be proved, then there would be a significant concern about the conduct of that member of staff/volunteer towards children or other adults
- if the member of staff/volunteer's attendance or involvement in the club could compromise the investigation
- if Disclosure Scotland notify the SOA that an individual is being considered for the Children's List. Suspension is not a form of disciplinary action and does not involve pre-judgment.. It should only be considered in the above circumstances. In all cases of suspension the welfare of children will be the paramount concern.

## 2.3 Formal Disciplinary Procedure

### Stage 1 – First warning

If conduct is unsatisfactory, the member of staff/volunteer will be given a written warning. Such warnings will be recorded. The warning will expire after [6 months] of satisfactory conduct. A final written warning may be considered if there is no sustained satisfactory improvement or change.

### Stage 2 – Final written warning

If the offence is serious, or there is no improvement in standards, or if a further offence of a similar

kind occurs, a final written warning will be given. The written warning will expire after [12 months. Action at Stage 3 will be taken if there is no sustained satisfactory improvement or change.

### Stage 3 – Dismissal or Action Short of Dismissal

If the conduct has failed to improve, the member of staff/volunteer may suffer demotion, disciplinary transfer, or dismissal.

#### Gross misconduct

If, after investigation, it is confirmed that a member of staff/volunteer has committed an offence of the following nature (the list is not exhaustive), the normal consequence will be dismissal without notice or payment in lieu of notice: - theft, damage to property, fraud, incapacity for work due to being under the influence of alcohol or illegal drugs, physical violence, bullying, abuse of a child and gross insubordination.

Following advice from the police, cases that also involve a criminal investigation will not preclude disciplinary action being taken.. This is provided sufficient information is available to enable the SOA to make a decision and that to do so does not jeopardize the criminal investigation. Any decision to dismiss will be taken by the SOA only after full investigation.

### 3. APPEALS

A member of staff/volunteer who wishes to appeal against any disciplinary decision must do so to the Chief Operating Officer within seven working days of the disciplinary decision being made known to them.

The member of staff/volunteer should provide a written statement of the appeal, indicating the grounds for the appeal together with such accompanying documents as they feel appropriate.

The appeal will be heard by the appeal committee (consisting of the Chief Operating Officer and two SOA board members) and a decision on the case made as impartially as possible.

The Chief Operating Officer will notify the member of staff/volunteer of the decision in writing as expeditiously as possible. The decision of appeal committee is final and there is no right of appeal.

### 4. REFERRALS TO THE CHILDREN'S LIST

Where the SOA takes disciplinary action to remove a member of staff/volunteer from regulated work as a result of harmful behaviour towards a child, then they have a duty to refer the member of staff/volunteer to Disclosure Scotland so that consideration can be given to whether that individual should be barred from any kind of regulated work with children. Without this duty there would be no way of preventing individuals moving undetected to other organisations where they may continue to pose a risk.

The Protection of Vulnerable Groups (Scotland) Act 2007 stipulates that organisations must refer to Disclosure Scotland the case of any member of staff/volunteer who (whether or not in the course of their role within the organisation) has:

- harmed a child
- placed a child at risk of harm
- engaged in inappropriate conduct involving pornography
- engaged in inappropriate conduct of a sexual nature involving a child, or
- given inappropriate medical treatment to a child.

AND as a result:

1. The SOA has dismissed the member of staff/volunteer.
2. The member of staff/volunteer would have been dismissed as a result of the incident had they not resigned, retired or been made redundant.
3. The SOA has transferred the member of staff/volunteer to a position within the SOA which is not regulated work with children.
4. The member of staff/volunteer would have been dismissed or considered for dismissal where employment or volunteer role was not due to end at the expiry of a fixed term contract; or,
5. The member of staff/volunteer would have been dismissed or considered for dismissal had the contract not expired.

The SOA will also refer the case of a member of staff/volunteer where information becomes available after the member of staff/volunteer has:

- been dismissed by the SOA
- resigned, retired or been made redundant
- been transferred to another position in the SOA which is not regulated work with children; and,
- where the SOA receives information that a member of staff/volunteer who holds a position of regulated work has been listed on the Children's List, the member of staff/volunteer will be removed from the regulated work with children post.

## APPENDIX Code of Conduct for Coach Educators (from British Orienteering)

British Orienteering acknowledges the importance and the potential impact of the Tutor, Coach Educator, Assessor and Internal Verifier's roles.

The following items should be seen as additional to those principles set out and agreed in the British Orienteering Coaches' Code of Conduct.

### Personal responsibility

'Educators' should demonstrate exemplary personal behaviour and conduct themselves appropriately at all times. This includes;

- Being appropriately and cleanly dressed according to the environment in which they are working
- Using non-discriminatory language
- Being supportive and sensitive to all course participants
- Acting in an honest and truthful manner
- Being non-judgemental and allowing others to state their own point of view
- Refraining from any behaviour that is inappropriate or that may cause offence to individuals or which may bring the British Orienteering or the Recognised Centre into disrepute
- Abiding by the requirements of the British Orienteering's Equality and Child Protection Policies

### Professional responsibility

'Educators' should act in a professional manner and with integrity at all times, this includes:-

- Remembering they are representing British Orienteering and the Recognised Centre when tutoring or assessing.
- Using course resources and delivering resources in the manner intended by British Orienteering
- Assessing and Internally Verifying to the standards and the consistency required by British Orienteering
- Keeping up-to-date in the areas of sports coaching and teaching
- Being able to self analyse and develop their personal performance
- Committing to continuous professional development

### Practical responsibility

'Educators' should strive to attain and maintain a high level of competency at all times in the aspects of their work. This includes:-

- Arriving at least 30 minutes prior to activity (course commencement, assessment etc) commencement in order to set up the learning environment appropriately and to greet the course participants
- Delivering all courses in a positive way



- Maintaining confidentiality, anonymity and privacy within the activity setting and beyond unless doing so potentially compromises a child's welfare
- Creating a supportive learning environment
- Achieving a balance of facilitation and information giving, to enable participants to learn
- Enjoying a positive approach to best practice
- Engaging participants in discussions and valuing their contributions
- Challenging negative or inappropriate attitudes and behaviour in a constructive way
- Being flexible and adaptable

As a qualified Tutor, Coach Educator, Assessor or Internal Verifier I can confirm that I have read, signed and agreed to abide by this 'Educator' Code of Conduct as required by British Orienteering.

Name..... British Orienteering membership No.....

Signed..... Date.....

## CODE OF CONDUCT FOR THE PROTECTION OF CHILDREN IN SPORT

### Why this is important

A Code of Conduct has a number of important functions. It:

- sets out what behaviour is acceptable and unacceptable
- defines standards of practice expected from those to whom it applies
- forms the basis for challenging and improving practice
- helps to safeguard staff by encouraging them to adhere to agreed standards of practice
- sets out for children and parents the standards of practice which they and the organisation should expect from those who work/volunteer with children

The SOA supports and requires **all** members to observe the following standards of practice, including verbal and non-verbal actions when involved in activities with children.

All concerns about breach of this Code of Conduct will be taken seriously and responded to in line with the SOA's Complaints Policy, Performance Management, Disciplinary Procedure and/or Procedure for Responding to Concerns about Child Abuse.

### Good practice

- Make sport fun, enjoyable and promote fair play.
- Treat all children equally, with respect, dignity and fairness.
- Involve parents wherever possible.
- Build balanced relationships based on mutual trust that empower and include children in the decision-making process.
- Always work in an open environment. Avoid private or unobserved situations.
- Put the welfare of each child first before winning or achieving performance goals.
- Be an excellent role model including not smoking or drinking alcohol in the company of children.
- Give enthusiastic and constructive feedback rather than negative criticism.
- Recognise the developmental needs and capacity of children and avoid excessive training and competition, pushing them against their will and putting undue pressure on them.

### Practice to be avoided

In the context of your role within the SOA, the following practice should be avoided:

- Having 'favourites' – this could lead to resentment and jealousy by other children and could be misinterpreted by others.
- Spending excessive amounts of time alone with children away from others.
- Entering children's bedrooms on trips away from home, unless in an emergency situation or in the interest of health and safety. If it is necessary to enter rooms, alert the occupants by knocking and announcing your intention to enter. The door should remain open, if appropriate.

- Where possible, doing things of a personal nature for children that they can do for themselves.

### **Practice never to be sanctioned**

In the context of your role within the SOA, the following practices will never be sanctioned:

- Engaging in sexually provocative games, including horseplay.
- Engaging in rough or physical contact except as permitted within the rules of the game or competition.
- Forming intimate emotional, physical or sexual relationships with children.
- Allowing or engaging in touching a child in a sexually suggestive manner.
- Allowing children to swear or use sexualised language unchallenged.
- Making sexually suggestive comments to a child, even in fun.
- Reducing a child to tears as a form of control.
- Allowing allegations made by a child to go unchallenged, unrecorded or not acted upon.
- Inviting or allowing children to stay with you at your home.
- Coaches and other leaders sharing a room alone with a child for sleeping accommodation.

Some residential facilities offer dormitory sleeping arrangements where leaders may be required to share with children. In such circumstances organisers must ensure that at least two adults who have been recruited and selected using the recommended procedure are present, preferably one male and one female, and that such arrangements have been discussed and agreed with children and parents in advance.

In some circumstances older children may be required to share rooms with senior team mates (i.e. over 18s). If this is necessary, it should be discussed and agreed in advance with the young person and the parents (where appropriate and practicable). The young people involved should also be aware of whom they should speak to if they have any worries or concerns during this time.



## CODE OF CONDUCT FOR Scottish Junior Orienteering Squad (ScotJOS)

### **Rights (all athletes, coaches, other adults)**

I agree to:

- respect and support the rights of every individual to be an equal member of the squad
- contribute to an environment of fun and enjoyment which is free of fear, discrimination or harassment
- respect the right of everyone to take part in orienteering experiences provided at a level appropriate to their physical and technical development
- be discreet in the handling of any information about other athletes, coaches or adults

### **Responsibilities (all athletes, coaches, other adults)**

I will:

- be fair, considerate and honest in my dealings with everyone
- display high standards of language, manner, punctuality and preparation
- not engage in any behaviour which constitutes any form of abuse (physical, sexual or emotional) or bullying
- promote respect for the environment
- promote a healthy lifestyle (there is a zero tolerance policy of smoking, taking banned substances or drinking alcohol whilst engaged in ScotJOS activities)

### **Responsibilities (Professional Standards for coaches)**

Coaches will:

- create enjoyable orienteering experiences which are matched to the athletes' technical and physical ability, behavioural and emotional development, following the guidelines provided by Scottish Orienteering for coaching activities
- provide positive verbal feedback in a constructive and encouraging manner to all athletes at all times
- promote the welfare of their athletes and discuss with the athletes, their \*parents/carers and other coaches the potential impact of the programme on the athlete
- take action if they have any welfare concerns about any of their athletes by following the appropriate procedures
- encourage athletes to take responsibility for their own development
- communicate fully with athletes and \*parents/carers the nature of the coaching programme and costs involved
- develop an awareness of nutrition as part of an overall education in lifestyle management

\*consultation with parents/carers applies only for minors ie U18s.

## DISCIPLINARY PROCEDURE in breach of Code of Conduct for Coach Educators

The Scottish Orienteering Association ("SOA" hereafter) aims to encourage high standards of individual behaviour in all aspects of the sport. This procedure sets out the action which will be taken when the code of conduct is breached by a volunteer or a member of staff. This document should be read in conjunction with the SOA Child Protection Policy and the British Orienteering's Code of Conduct for Coach Educators.

### 1. PRINCIPLES

- a) This procedure is designed to establish the facts quickly and to deal with disciplinary issues consistently.
- b) No disciplinary action will be taken until a matter has been fully investigated.
- c) The member of staff/volunteer involved may be suspended from their role before an investigation is carried out. Suspension is not a form of disciplinary action. A decision to suspend will be made by the Chief Operating Officer. Notification of the suspension and the reasons will be conveyed in writing to the member of staff/volunteer.
- d) At every stage of the formal disciplinary procedure the member of staff/volunteer will have the opportunity to state his/her case at a disciplinary hearing. If so wished he/she will have the opportunity to be represented or accompanied at the hearings by a third party e.g. a friend or colleague or a trade union representative, (where applicable).
- e) The member of staff/volunteer has the right to appeal against any disciplinary action.
- f) The disciplinary procedure may be implemented at Stage 1, 2 or 3 if the member of staff/volunteer's alleged misconduct warrants such action.
- g) If the Chief Operating Officer is the person affected, the President of the SOA will take over the responsibility.

### 2. THE PROCEDURE

#### 2.1 Initial Assessment/Stage

The purpose of the initial assessment is to clarify the nature and context of the concern. It should determine whether there is reasonable cause to suspect or believe that a child has been abused or harmed, or is at risk of abuse or harm. It will involve asking some basic questions of appropriate individuals with the sole purpose of clarifying the basic facts.

If the nature of the concern suggests a criminal offence has occurred, or that a child may have been abused, then advice must be sought from the police before speaking to child witnesses or to the member of staff/volunteer at the centre of the allegation.

The possible outcomes of the initial assessment are:

- a) No further action (facts do not substantiate complaint).

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- b) Situation is dealt with under formal disciplinary procedures (by the SOA).
- c) Child protection investigation (jointly by the police or social work services).
- d) Criminal investigation (by the police).

Where a member of staff/volunteer fails to meet the required standard of behaviour and the shortfall is of a minor nature, the Chief Operating Officer may decide to speak to the member of staff/volunteer on an informal basis to avoid the need for formal disciplinary action. The Chief Operating Officer will also advise the member of staff/volunteer of the need to achieve and maintain the standards required. The Chief Operating Officer may inform the member of staff/volunteer that failure to achieve the required standards will result in a formal disciplinary hearing, which may result in disciplinary action. If the Chief Operating Officer is the person affected or if she/he is absent, the President of the SOA will be the person responsible.

Facts of the conversation should be noted and confirmed in writing to the member of staff/volunteer so there is clarity about what has to be achieved.

Following the initial assessment, a period of precautionary suspension may be helpful or necessary while a concern is being further investigated.

## 2.2 Precautionary Suspension

Precautionary suspension may be considered in the following circumstances:

- if the police or social work services advise suspension
- if the allegation made against the member of staff/volunteer was ultimately to be proved, then there would be a significant concern about the conduct of that member of staff/volunteer towards children or other adults
- if the member of staff/volunteer's attendance or involvement in the club could compromise the investigation
- if Disclosure Scotland notify the SOA that an individual is being considered for the Children's List. Suspension is not a form of disciplinary action and does not involve pre-judgment. It should only be considered in the above circumstances. In all cases of suspension, the welfare of children will be the paramount concern.

## 2.3 Formal Disciplinary Procedure

### Stage 1 – First warning

If conduct is unsatisfactory, the member of staff/volunteer will be given a written warning. Such warnings will be recorded. The warning will expire after [6 months] of satisfactory conduct. A final written warning may be considered if there is no sustained satisfactory improvement or change.

### Stage 2 – Final written warning

If the offence is serious, or there is no improvement in standards, or if a further offence of a similar

kind occurs, a final written warning will be given. The written warning will expire after 12 months. Action at Stage 3 will be taken if there is no sustained satisfactory improvement or change.

### Stage 3 – Dismissal or Action Short of Dismissal

If the conduct has failed to improve, the member of staff/volunteer may suffer demotion, disciplinary transfer, or dismissal.

#### Gross misconduct

If, after investigation, it is confirmed that a member of staff/volunteer has committed an offence of the following nature (the list is not exhaustive), the normal consequence will be dismissal without notice or payment in lieu of notice: - theft, damage to property, fraud, incapacity for work due to being under the influence of alcohol or illegal drugs, physical violence, bullying, abuse of a child and gross insubordination.

Following advice from the police, cases that also involve a criminal investigation will not preclude disciplinary action being taken.. This is provided sufficient information is available to enable the SOA to make a decision and that to do so does not jeopardize the criminal investigation. Any decision to dismiss will be taken by the SOA only after full investigation.

### 3. APPEALS

A member of staff/volunteer who wishes to appeal against any disciplinary decision must do so to the Chief Operating Officer within seven working days of the disciplinary decision being made known to them.

The member of staff/volunteer should provide a written statement of the appeal, indicating the grounds for the appeal together with such accompanying documents as they feel appropriate.

The appeal will be heard by the appeal committee (consisting of the Chief Operating Officer and two SOA board members) and a decision on the case made as impartially as possible.

The Chief Operating Officer will notify the member of staff/volunteer of the decision in writing as expeditiously as possible. The decision of appeal committee is final and there is no right of appeal.

### 4. REFERRALS TO THE CHILDREN'S LIST

Where the SOA takes disciplinary action to remove a member of staff/volunteer from regulated work as a result of harmful behaviour towards a child, then they have a duty to refer the member of staff/volunteer to Disclosure Scotland so that consideration can be given to whether that individual should be barred from any kind of regulated work with children. Without this duty there would be no way of preventing individuals moving undetected to other organisations where they may continue to pose a risk.

The Protection of Vulnerable Groups (Scotland) Act 2007 stipulates that organisations must refer to Disclosure Scotland the case of any member of staff/volunteer who (whether or not in the course of their role within the organisation) has:

- harmed a child
- placed a child at risk of harm
- engaged in inappropriate conduct involving pornography
- engaged in inappropriate conduct of a sexual nature involving a child, or
- given inappropriate medical treatment to a child.

AND as a result:

1. The SOA has dismissed the member of staff/volunteer.
2. The member of staff/volunteer would have been dismissed as a result of the incident had they not resigned, retired or been made redundant.
3. The SOA has transferred the member of staff/volunteer to a position within the SOA which is not regulated work with children.
4. The member of staff/volunteer would have been dismissed or considered for dismissal where employment or volunteer role was not due to end at the expiry of a fixed term contract; or,
5. The member of staff/volunteer would have been dismissed or considered for dismissal had the contract not expired.

The SOA will also refer the case of a member of staff/volunteer where information becomes available after the member of staff/volunteer has:

- been dismissed by the SOA
- resigned, retired or been made redundant
- been transferred to another position in [Organisation name] which is not regulated work with children; and,
- where the SOA receives information that a member of staff/volunteer who holds a position of regulated work has been listed on the Children's List, the member of staff/volunteer will be removed from the regulated work with children post.

## 5. CASE REVIEWS

The SOA will review each case as it occurs including cases involving a safeguarding concern as well as a formal court case.



This review will be conducted within 3 months of the case closing by a third party. This third party will be our **sportscotland** Partnership Manager. The findings of this review will be presented to the SOA board to agree on learning points and any future actions required.

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## COMPLAINTS & GRIEVANCE POLICY

Complaints can be raised by any person, member of Scottish Orienteering or member of the public and the complaint will be considered and if appropriate investigated.

Grievances occur when you have been affected by an action someone has taken in an unfair or unjust way. It is important that if you feel dissatisfied with any matter relating to your membership or work on behalf of orienteering be it paid or unpaid, you should have a means by which such a grievance can be aired and resolved.

This procedure applies to complaints and all members' grievances which arise from their involvement with orienteering in a voluntary or paid capacity or employees' grievances which relate to or arise from the terms of their employment except matters of discipline.

### Procedure

The complaint or grievance should, in the first instance, be discussed with the person responsible for the situation; that might be a club Chair, an event organiser or a staff member's Manager. Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, should informal discussion not resolve the complaint or grievance, then it should be made clear that there is a wish for the complaint or grievance to be formally recorded and investigated at the stage when the informal discussion fails to satisfactorily resolve any problem.

If you feel aggrieved at any matter relating to orienteering, your membership or your work (except personal harassment, for which there is separate procedure) paid or unpaid, you should:

(a) First raise the matter with the person responsible for the matter, which may be a club Chair, event organiser or line manager either verbally or in writing, explaining the nature and extent of your complaint or grievance.

(b) If the complaint or grievance is not resolved satisfactorily, or if it is not possible due to the nature of the complaint or grievance to approach the responsible person, the matter should in the first instance be notified to the Chief Executive, or, if the person responsible is the Chief Executive, the matter should be discussed with the Chair of Scottish Orienteering.

(c) The aggrieved person has the right to consult with a person of their choice at any stage of the procedure. They may also choose a representative to be present at any meeting arranged for the purpose of resolving a complaint or grievance to help you to explain the situation more clearly. It is the responsibility of the aggrieved individual to keep their representative fully informed.

(d) Details of all complaints or grievances raised under this procedure will be fully documented and in the case of employees filed on their personnel file.

(e) If a satisfactory solution cannot be reached by these discussions, a written statement should be sent to the Chief Operating Officer (or in a case where the complaint or grievance is against the Chief Operating Officer the Chair of Scottish Orienteering) setting out full details of the situation giving rise to the complaint or grievance. The matter shall then be referred to the Appeal Panel, which will make a final decision on the matter. This is the final stage of the complaint and grievance procedure.

(f) Complaints and grievances will be dealt with as promptly as possible relative to the individual circumstances of each case. Where a complaint or grievance request has been formally recorded, an



initial consultation (which may be by phone or interview) will normally be convened within 21 days for members and 3 working days for employees.

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