

Phoenix High Flyers

PROTECTING CHILDREN AND VULNERABLE ADULTS

HOW TO REPORT A CONCERN

The Club's Welfare and Protection Officer is.

Janine Kilsby Tel: 07815 681979

What to do if you have a concern

- If your concern is regarding specific incident please make a note of the date and time it occurred and report it as soon as possible. Please also make a note of the key facts relating to the incident
- If you have a general concern, please make a note of the main points of your concern and report them to Janine Kilsby
- If you are not sure about whether to report a concern or not, we advise that you do report it, it is important that the club is aware of your concerns even if you are unsure about them. The club's coaches and volunteers are bound by their codes of conduct to treat all reports with the utmost discretion and confidentiality.
- If for any reason you do not wish to raise your concern with Janine Kilsby Tel:07815 681979 or please contact Kandy Sissons (head coach). Tel: 07545474671

Ways of making contact

- You can phone if you are not comfortable discussing the issue in person
- You can write a letter highlighting your concerns
- You can send a letter anonymously highlighting your concerns – however, please be aware that it is much more difficult to address the problem if we cannot contact the person who has noticed it.

Kandy Sissons Head coach Email:kandyandy21@gmail.com
Janine Kilsby Welfare Officer Tel: 07815 681979
Email: kilsbyjgk@outlook.com

Please remember that these guidelines are for children as well as parents. It doesn't matter who makes the report, or how old they are, everyone's concerns are equally important and will be treated seriously