

Advice and support for those who have reported concerns

Once you have reported a concern to your Club Welfare Officer it will immediately be reported directly to the British Rowing Child Protection Officer. You may find the following information regarding the process of your case and what you can expect useful as a form of support and guidance.

It is also advised if you do not already have a copy of the *British Rowing Safeguarding & Protecting Children Policy and Procedures*, that you obtain one as soon as possible. It is available from British Rowing on request or on the website www.britishrowing.org. It details exactly how your case will be handled; the flow chart 'Reporting a Concern' may also be useful to understanding the process of your case.

- The case will be treated with a fair and transparent process at all times.
- If the accused is suspended from their role it is important to remember this is a neutral act, it protects all parties involved in the case.
- You will be assigned a designated contact from British Rowing. This person will be your point of contact for the duration of the case; if you have any queries or concerns you should contact them initially.
- Your designated contact will be neutral to the case, they will not be the designated contact for the accused in the case nor will they be a member of the Case Management Group who will be dealing with your case.
- You will receive regular communication in the form of telephone calls, letters and emails regarding your case from your designated contact. You will be kept up to date with the progress of your case at all times.

You may find the following information sources useful. They will always provide someone to listen and offer support:

NSPCC Helpline

24 hour free and confidential telephone Helpline that provides counselling, information and advice to anyone concerned about a child at risk of ill treatment or abuse. **0808 800 5000**

Careline

Confidential crisis telephone counselling service for children, young people and adults. **0208 541 1177**

Child Line

24 hour free and confidential telephone Helpline for children. **0800 1111**

The Samaritans

Nationwide, non-religious, non-political 24 hour confidential support. **08457 90 90 90** www.samaritans.org.uk

Victim Support

Local Victim Support services provide emotional support, information and practical help for victims and witnesses. **0845 3030 900**

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Self Help

The UK's free online specialised child protection resources. A general list of 1,000 self-help organisations in the UK. www.self-help.org.uk