Incident Response Flowchart

INCIDENT or CONCERN

Is there a need for immediate medical attention or a risk of further harm occurring to a senior member, child or an adult at risk?
— Yes → Contact the appropriate authorities immediately. 999. Police, Ambulance, Children's Social Care or Adult Social Care services. If in doubt, always refer and gain advice.
— No ↓

Is this a possible safeguarding incident?
— Yes → Inform the Safeguarding Officer immediately. Follow the safeguarding procedures.
— No ↓

Is this an incident requiring first aid?
— Yes → Complete either a Junior Member or Senior Member First Aid Report form. Pass this to the Safeguarding Officer as soon as possible.
— No ↓

Is this a formal complaint about or on behalf of a junior member?
— Yes → Inform the safeguarding Officer. Complete a Junior Safeguarding Incident form and follow the Complaints Procedure guide & flowchart.
— No ↓

Is this a formal complaint about a senior member?
— Yes → For an adult at risk, inform the Safeguarding Officer. If the complaint is on behalf of another senior or adult at risk, that adult's consent must be gained before a complaint is submitted. Complete a Senior Incident/ Complaint form and follow the Complaints Procedure.
— No ↓

Is this a concern or complaint which may be dealt with informally by the committee or a committee member?
— Yes → Please raise your concern with the relevant committee member: club secretary, safeguarding officer, chairman, junior secretary, coaching coordinator or junior coach.