

SPECIAL OLYMPICS SUFFOLK

GUIDELINES FOR THE HANDLING OF SAFEGUARDING ISSUES AND COMPLAINTS/GRIEVANCES

1. All Safeguarding Issues/disclosures (S/G) should be referred to the Safeguarding Officer (SO) or Deputy Safeguarding Officer (DSO) and no one else.
2. All complaints/grievances should be handled if at all possible within the sports club it is related to. If this is not possible it should be referred to the complaints/grievances officer within the SOS Steering Group (yet to be decided upon the exact route/person), according to the SOGB Policies which can be found on the SOGB website <https://www.specialolympicsgb.org.uk/resources> .
3. Any enquiries re 'Who is SO or DSO?' should be answered with the information to the enquirer. The enquiry should not be shared or passed on to anyone else.
4. If any Officer receives correspondence with a heading 'S/G Issue' this should not be forwarded with the same heading, especially emails, and should be forwarded to the SO or DSO ONLY.
5. SO and DSO should communicate regularly, especially regarding cover when one or other is away. If the SO is unavailable, any issue should be passed onto the DSO.
6. Any issue raised with SOS should be given the correct title (i.e. S/G or Complaint) and passed to the SO or DSO ONLY.
7. All S/G issues and Complaints should be handled on a strictly 'Need to know basis'
8. S/G issues should NOT be forwarded to coaches, athletes or other members of SOS or SOGB.
9. If SO and DSO are unable to resolve any issues they are involved with, they should inform the SOS designated person (e.g. SOS Chairman).
10. Please see the diagram below that shows how safeguarding issues should be handled and who these should be passed onto.

Special Olympics Suffolk Safeguarding Flow Chart

Please familiarise yourself with the process of any safeguarding concerns and who to contact.

Safeguarding Officer:

Don Golding

don.golding@btinternet.com

Deputy Safeguarding Officer:

Karen Beales

kazsilom@hotmail.com

