
Glasgow Girls FC

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GLASGOW GIRLS FC

Responding to Concerns Policy

Adopted: January 2026

Next Review: January 2027

1. Purpose

Glasgow Girls FC is committed to providing a safe, positive, and inclusive environment for all players, coaches, volunteers, and families.

This policy sets out how the Club will respond to:

- Safeguarding and child protection concerns
- Welfare concerns
- Conduct and behaviour concerns
- Complaints relating to club operations

This policy operates in line with the requirements of Scottish Women's Football (SWF) and, where applicable, Scottish Football Association (SFA).

2. Scope

This policy applies to:

- Players
- Parents/guardians
- Coaches and team officials
- Volunteers

- Committee members
 - Spectators
 - Any individual involved in club activities
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3. Guiding Principles

All concerns will be handled in line with the following principles:

- The welfare of children is paramount
 - Fairness and impartiality
 - Timeliness
 - Confidentiality (shared on a need-to-know basis)
 - Right to be heard
 - Protection from victimisation or retaliation
 - Proportionate and transparent decision-making
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SECTION A: SAFEGUARDING & CHILD PROTECTION CONCERNS

4. What Is a Safeguarding Concern?

A safeguarding concern includes:

- Abuse (physical, emotional, sexual)
 - Neglect
 - Bullying involving harm or risk
 - Inappropriate behaviour towards a child
 - Breach of safeguarding standards
 - Any situation where a child may be at risk of harm
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5. Immediate Action Required

If a safeguarding concern arises:

1. **Report immediately** to the Club Welfare & Protection Officer (CWPO).

2. Do not investigate the matter yourself.
3. Record factual information only.
4. Maintain confidentiality.

If a child is in immediate danger, contact emergency services immediately.

6. Safeguarding Procedure

The CWPO will:

- Record the concern
- Assess immediate risk
- Follow the Club's Child Protection Policy
- Refer to SWF and/or SFA where required
- Refer to statutory authorities (Police or Social Work) if necessary

The safety and wellbeing of the child will always be the primary consideration.

Safeguarding matters do **not** follow the standard complaints procedure.

SECTION B: NON-SAFEGUARDING CONCERNS

7. Types of Non-Safeguarding Concerns

These may include:

- Conduct of coaches, players, volunteers, or officials
 - Breach of Code of Conduct
 - Discrimination or harassment
 - Poor practice
 - Club administration or operational issues
 - Interpersonal disputes
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8. Informal Resolution

Where appropriate, concerns should first be raised informally with:

- The Team Coach
- A Committee Member
- The CWPO (if welfare-related)

Many issues can be resolved quickly through open discussion.

If the matter is serious or cannot be resolved informally, a formal complaint should be submitted.

9. Formal Complaints Procedure

Step 1 – Written Complaint

Complaints must be submitted in writing to:

- The Club Secretary, or
- The CWPO (for conduct/welfare matters)

The complaint should include:

- Name and contact details
- Nature of the concern
- Dates, times and locations
- Individuals involved
- Witnesses
- Supporting evidence

Anonymous complaints may be considered but may limit investigation.

Step 2 – Acknowledgement

The Club will acknowledge receipt within **5 working days**.

Step 3 – Investigation

The Club Committee or an appointed panel of at least two uninvolved members will:

- Review the complaint

- Interview relevant individuals
- Gather statements and evidence
- Consult SWF or SFA if required

If a Committee member is involved, they will take no part in the investigation.

Step 4 – Outcome

A written outcome will normally be issued within **21 working days**.

Possible outcomes include:

- No further action
- Informal resolution
- Written warning
- Suspension
- Removal from position
- Referral to SWF disciplinary processes

All decisions will be proportionate and consistent.

10. Appeals

If dissatisfied, the complainant may appeal in writing within **7 working days**.

An Appeals Panel (different members) will review the case.

The appeal decision is final at Club level.

Where appropriate, matters may be escalated to Scottish Women's Football.

11. Confidentiality & Record Keeping

- All concerns will be recorded securely.
 - Information will be shared strictly on a need-to-know basis.
 - Records will be retained in line with data protection legislation.
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12. Malicious or Vexatious Concerns

Deliberately false or malicious complaints may result in disciplinary action.

13. Monitoring & Review

This policy will be reviewed annually or in line with updates from:

- Scottish Women's Football
 - Scottish Football Association
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Approved By

David McDermott – Chairman

Paul Davies – Trustee

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