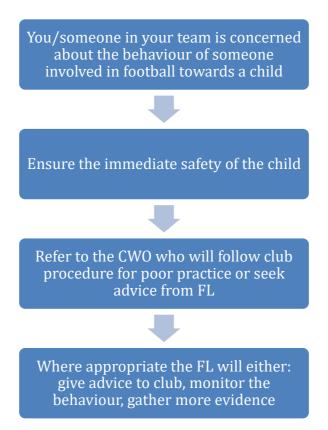


## As a club we have a moral responsibility to report any concerns about a child or young person in any context.

<u>How to respond to a concern or complaint</u> (this can be regarding a child disclosure or regarding poor practice complaints).



• Accurately record your concerns

This is particularly important in regards to other teams or parents.

The protocol for dealing with disruptive parents/spectators:

Manager concerned about actions of parent/spectator/ opposition manager on sideline Manager speaks directly to parent/spectator and lets committee know basic info If behaviour persists manager to report incident to committee Chairperson to give written & verbal warning to parent/spectator with record for committee Parent requested by club not to attend any further matches If behaviour persists parent/spectator asked to leave the club with official letter from committee