

COACH COMPLAINT FLOW CHART



If you are concerned about the conduct of coaches, helpers, staff or volunteers

**Record the concern on the incident/
concern report form.
Report to the club safeguarding officer**

A

**Initial assessment to
establish the facts**

B

**Consider precautionary
suspension where appropriate**
(seek advice from Scottish
Gymnastics safeguarding manager)

**POOR PRACTICE,
POSSIBLE BREACH OF
CODE OF PRACTICE?**

Report concerns to the safeguarding officer. Ensure copy sent to Scottish Gymnastics safeguarding manager

Safeguarding officer or line manager will investigate in accordance with club procedures

Case to answer yes: disciplinary procedures initiated. Inform Scottish Gymnastics safeguarding manager.
Case to answer no: inform all parties

Possible outcomes: complaint upheld - formal discussion, further training, referral to Scottish Gymnastics, or no case to answer

**SERIOUS POOR
PRACTICE OR
MISCONDUCT?**

Report concerns to safeguarding officer and to Scottish Gymnastics safeguarding manager, investigation initiated

Concerns will be managed in accordance with club disciplinary and Scottish Gymnastics conduct procedures

Case to answer, yes: disciplinary procedures initiated. Inform Scottish Gymnastics safeguarding manager.
Case to answer, no: inform all parties

Possible outcomes: complaint upheld - disciplinary hearing, sanctions issued, referral to Scottish Gymnastics, or no case to answer

**POSSIBLE
CRIMINAL
BEHAVIOUR?**

Safeguarding officer or Scottish Gymnastics safeguarding manager will report concerns to the Police

Case will be managed in accordance with legal proceedings

Would depend on the outcome of the judicial process

Possible outcomes: criminal proceedings, Conduct in Sport hearing, referral to Disclosure Scotland where PVG criteria met

Safeguarding Contacts
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