

## **PROTECTING CHILDREN**

### **HOW TO REPORT A CONCERN**

The Club's Welfare and Protection Officers are:

**Tracy Hill & Sarah Brakes**

#### **What to do if you have a concern:**

- If your concern is regarding a specific incident please make a note of the date and time it occurred and report it as soon as possible to the welfare officer. Please make a note of the key facts relating to the incident.
- If you have a general concern please make a note of the main points of your concern and report them to the welfare officer.
- If you are not sure about whether to report a concern or not we advise that you do report it, it is important that the Club is aware of your concerns even if you are unsure about them. The Club's employees are bound by their codes of conduct to treat all reports with the utmost discretion and confidentiality.
- If for any reason you do not wish to raise your concern with **the welfare officer please contact the managing director Lara Everall.**

#### **Ways of making contact:**

- You can raise your concerns in person by arranging to meet the welfare officer.
- You can telephone 020 7923 7239 to make an appointment.
- You can email [welfare@nelgc.org](mailto:welfare@nelgc.org).
- You can write a letter highlighting your concerns.
- You can send a letter anonymously highlighting your concerns – however, please be aware that it is much more difficult to address the problem if we cannot contact you.

**PLEASE REMEMBER THESE GUIDELINES ARE FOR CHILDREN AS WELL AS PARENTS. IT DOESN'T MATTER WHO MAKES THE REPORT, OR HOW OLD THEY ARE, EVERYONE'S CONCERNS ARE EQUALLY IMPORTANT AND WILL BE TREATED SERIOUSLY**