



Carlisle United Low level concerns policy

Where reference is made to Carlisle United this covers Carlisle United, the Academy Department, not the Community Sports Trust or Carlisle United Ladies which have their own safeguarding arrangements

Overview

The Club strives to provide and maintain the highest standards. However, despite the best efforts of the staff we do understand that problems can occur.

We are thoroughly committed to the principle that all staff, customers, spectators, players and officials treat each other with respect and courtesy, irrespective of race, colour, religion, culture, gender, sexual orientation or age. Only if we are given constructive feedback from our supporters can we develop any areas that you feel need to be improved.

If you feel that we have not met the high standard you deserve and expect, we would like to know about it, so that we can improve.

We encourage those who feels that they have been mistreated in any way to bring the matter to the attention of the Club, who can then attempt to address the issue to the best of their ability.

Policy Statement

The Club welcomes comments and complaints from all members of the Club community and from supporters. We use this process to improve our services for stakeholders, fans and the wider community in which we exist.

CUFC is committed to the continuous improvement of the services it provides. We recognise that, occasionally, mistakes will be made or the service offered will not meet as individual's requirements or expectations.

A low-level concern is any concern about an adult's behaviour towards a child or vulnerable adult that does not meet the allegation threshold set out above, or is not otherwise serious enough to consider a referral to the LADO

For these reasons it is Club policy that all low level concerns complaints should be:

- Treated seriously and in an open and timely manner
- Acknowledged immediately, preferably in writing
- Investigated properly
- Resolved, wherever that is reasonably practicable, within no longer than 13 working weeks
- Used as feedback to improve the Club

Scope

The policy applies to low level concerns raised – it may still be sufficient to be fall under the Complaints Policy, Bullying & Harassment Policy or Staff Grievance or Disciplinary issue.

Safeguarding

Complaints and concern of a safeguarding nature should be reported to the Safeguarding Team. Also refer to the Club's Whistleblowing policy for raising issues

Responsibilities

All Club Staff have a responsibility for receiving reports of concern, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out below.

Any match day issues should be raised with the Ticket Office employee at the Match Day Ticket Office in the West Stand, or a member of the match day safety team as soon as they arise. The sooner we are aware of any problems that are occurring, the sooner we can deal with them.

If you feel that your issue on match day was not correctly resolved, or if you would like to discuss something unrelated to a match day please contact us.

General enquiries response times may vary due to the high volume of calls, particularly when match tickets go on sale. Any complaints or general enquiries are initially channelled into our



general enquiries telephone line 01228 526237 and then will be routed to the relevant department if the enquiries line is not able to give a satisfactory answer.

Dealing with low level concerns of a safeguarding nature

Stage 1

The Club expects all reports to be raised to a line manager or DSO so they can be reported at the AMT meeting.

Where this does not result in satisfactory resolution, the concern should be submitted in writing to the SSM.

Matters raised to the DSO should be logged in writing and stored electronically.

The DSO will record the actions on the log.

The DSO log of low level concerns will be reviewed by the SSM before every SWP meeting.

Where a low level concern is not resolved and escalates the DSO must inform the SSM immediately.

Review

This Policy will be kept up to date, particularly as the Club changes in nature and size and new requirements emerge.

To ensure this, the Policy, and the way it is implemented, will be reassessed and amended on an ongoing basis and reviewed annually as follows:

- Low level concern of a Safeguarding nature will be considered and discussed at the:
 - Safeguarding Working Group meetings
 - Academy Management Team meeting and Technical Board meetings
- The Policy will be reassessed and amended on an ongoing basis by the CEO in consultation with the Safeguarding Working Group
- The 1921 Board will:
 - include Complaints and concern within Safeguarding as an agenda item and feature in the Board Report
 - conduct an annual review of the Policy as part of the annual review
 - publish the Policy on its website

Safeguarding contacts

Remember that in an emergency or where there is risk to life you should contact the police immediately.

If you have concerns you wish to raise with the Club please contact:

- Senior Safeguarding Manager Nigel Clibbens nigel.clibbens@carlisleunited.co.uk
Designated Safeguarding Officer Scott Taylor scott.taylor@carlisleunited.co.uk
07708959007
- Matchday Safeguarding Officer Sarah McKnight sarah.mcknight@carlisleunited.co.uk
0330 094 5930



Other Safeguarding contacts in football:

Whilst any safeguarding concern should be raised with the Club Safeguarding contacts in the first instance we recognise that this may not always be possible or appropriate. Below are the contact details for footballing partners with whom safeguarding concerns in relation to the Club can be discussed:

The English Football League Safeguarding Team

Tel: 01772 325940 Email: safeguarding@efl.com

If they concern regards a person in employed in footballs conduct towards a child:

The FA Safeguarding Team

Tel: 0800 169 1863 Email: Safeguarding@TheFA.com

Mental health


Negative experiences and distressing life events, such as the current circumstances, can affect the mental health of us all. Players and staff who are struggling under the current circumstances should contact the Club safeguarding staff as outlined above. Support can also be accessed through a number of national organisations including:

- The Samaritans Tel: 116 123 <https://www.samaritans.org>
- ChildLine: Tel: 0800 1111 <https://www.childline.org.uk>
- NSPCC: Tel: 0808 800 5000 <https://www.nspcc.org.uk>
- Mind: Tel: 0300 123 3393 <https://www.mind.org.uk>
- PFA: Tel: 07500 000 777 <https://www.thepfa.com/wellbeing>

Online safety:

It is important that both players and parents are aware of the help and support available should they be concerned about something they have seen or experienced online. These include

- UK Safer Internet Centre <https://reportharmfulcontent.com/>
- CEOP <https://www.ceop.police.uk/safety-centre/>
- Internet Matters <https://www.internetmatters.org/>
- NetAware <https://www.net-aware.org.uk/>
- ParentInfo <https://parentinfo.org/>
- ThinkuKnow <https://www.thinkuknow.co.uk/>

Document version	2425 v 1.0	
Review date	1 July 2024	CEO
	July 2024	1921 Board
240701 Low level concerns policy 2425 v1.0		
Next review	By 30 June 2025	CEO SSM DSO
Signed		Nigel Clibbens CEO