Complaints Procedure – Mins and Youth/Vulnerable Adults:



In the event of a complaint being received about the conduct of any person whilst at CRFC, or where CRFC are being represented towards any club members who sit within the categories as above:

1. The person notified of the complaint will immediately advise the Club Safeguarding Officer.
2. The Club Safeguarding and Protection Officer will, when appropriate, in turn notify the Chair of the Minis/Youth section (or in the event of a vulnerable adult the Club Chairman) on a ‘need to know basis’, as well as considering notifying CB safeguard manager or RFU Safeguard Officers for advice in order to formalise subsequent procedures, depending on the nature of the complaint.
3. If the subject of the complaint is named then that individual will be notified of the nature and date to which the incident relates – the identity of the complainant in the first instance will not be subject of this initial disclosure.
4. After initial research into the complaint there are several avenues open to the Club, ranging from Notification of Authorities/Police in the event of serious allegations/abuse, to informal action which in turn will be minuted by the clubs Executive at the next monthly meeting.
5. Advice maybe sought from the CB Safeguarding manager .

It is the intention of Camberley RFC to attend to matters of this nature in a swift and effective manner where the investigation/procedure/discipline issues lies within the club. This is not withstanding that matters will be fully examined and the most appropriate means be adopted for bringing matters to closure.

All such matters will be brought to the attention of the CB and RFU Safeguard Mangers.