



# Advice and support for those who have reported concerns or an incident

Once you have reported a concern to your club welfare officer it will immediately be reported directly to the ARA child protection officer. You may find the following information regarding the process of your case and what you can expect useful for support and guidance.

It is also advised if you do not already have a copy of the ARA *Safeguarding and Protecting Children Policy* and procedures, that you obtain one as soon as possible. It is available from the ARA on request or on the website [www.ara-rowing.org](http://www.ara-rowing.org). It details exactly how your case will be handled and the flow chart 'Reporting a Concern' may also be useful to understanding the process of your case.

- The case will be treated with a fair and transparent process at all times.
- If the accused is suspended from their role it is important to remember this is a neutral act, it protects all parties involved in the case.
- You will be assigned a designated contact from ARA. This person will be your point of contact for the duration of the case. If you have any queries or concerns you should contact them initially.
- Your designated contact will be neutral to the case. They will not be the designated contact for the accused in the case, nor will they be a member of the Case Management Group who will be dealing with your case.
- You will receive regular communication in the form of telephone calls, letters and emails regarding your case from your designated contact. You will be kept up to date with the progress of your case at all times.

You may find the following information sources useful. They will always provide someone to listen and offer support.

## **NSPCC Helpline**

24-hour free and confidential telephone helpline that provides counselling, information and advice to anyone concerned about a child at risk of ill treatment or abuse: **0808 800 5000**

## **Child Line**

24-hour free and confidential telephone helpline for children: **0800 1111**

## **Careline**

Confidential crisis telephone counselling service for children, young people and adults: **0208 541 1177**

## **The Samaritans**

Nationwide, non-religious, non-political 24-hour confidential support line: **08457 90 90 90/www.samaritans.org.uk**

## **Victim Support**

Local Victim Support services provide emotional support, information and practical help for victims and witnesses: **0845 3030 900**

## **Self Help**

The UK's free, online, specialised child protection resources with a general list of 1,000 self-help organisations in the UK: [www.self-help.org.uk](http://www.self-help.org.uk)