

## SAFEGUARDING & COMPLAINTS POLICY

### INTRODUCTION

**BJMF Sports** (the Club) is committed to creating an inclusive, enjoyable, and safe environment for all its members. This policy outlines the expected standards of behavior and provides a clear pathway for raising and resolving complaints.

### STANDARDS OF BEHAVIOUR

As members and participants of BJMF, we will:

1. **Play Fair:** Display good behaviour on and off the court.
2. **Respect Others:** Treat everyone with dignity, fairness, and kindness.
3. **Be Responsible:**
  - Use facilities responsibly and leave them as you found them.
  - Refrain from using violent, offensive, or disrespectful language or behavior in any setting, including on social media.
4. **Support Inclusivity:** Promote an environment free from discrimination, bullying, harassment or sexual harassment.
5. **Ensure Safety:**
  - Report any safeguarding concerns to the committee immediately.
  - Adhere to health and safety regulations during activities.
6. **Uphold Integrity:**
  - Represent the club positively in all interactions.
  - Respect the privacy of other members both within and outside the club environment.
7. **Enjoy the Game:** Participate in club activities with a positive attitude.

### SAFEGUARDING

The Club is committed to safeguarding the welfare of all members, particularly individuals who may be at risk due to personal circumstances or vulnerabilities. While the club does not permit under-18s as members, safeguarding principles still apply to all interactions within our club environment.

To uphold a safe and respectful environment, all members must:

- Report concerns promptly to the committee if they witness or experience inappropriate behavior, harassment, or risks to member safety.
- Cooperate fully with any investigations, including providing witness statements if required.
- Maintain safe and respectful conduct, ensuring that all interactions—both in person and online—align with club values.
- Be mindful of external interactions, especially in shared venues where minors may be present, avoiding direct one-on-one engagement with under-18s.

## **SAFEGUARDING PROTOCOLS**

1. Conduct and Oversight:
  - a. Members must avoid situations where they are alone with someone in a vulnerable situation without appropriate oversight.
  - b. Any physical assistance (e.g., demonstrating techniques) should be done with the individual's consent and in an appropriate manner.
2. Reporting and Investigation:
  - a. Concerns should be reported to the Welfare Officer or committee.
  - b. Reports will be addressed in line with this policy.
3. Commitment to Safety:
  - a. The club maintains a zero-tolerance approach to bullying, harassment, or discrimination.
  - b. If a safeguarding issue involves external individuals (e.g., at a shared venue), appropriate venue authorities will be notified if necessary.
  - c. If a safeguarding issue involves minors, the Club will report this to the appropriate authorities if necessary.

## **DISCRIMINATION, BULLYING, HARASSMENT OR SEXUAL HARASSMENT**

The Club is committed to fostering an inclusive and respectful club environment where all members feel safe and valued. Any form of discrimination, bullying, harassment, or sexual harassment is strictly prohibited. These behaviors can take many forms, from subtle exclusion to overt intimidation.

The following examples illustrate unacceptable conduct, but they are not exhaustive. Any behavior that causes discomfort, harm, or exclusion to a member may be considered a violation of this policy.

Examples of discrimination, bullying, harassment or sexual harassment:

### **Discrimination**

- **Age:** Excluding or mocking members based on their age (e.g., older members being sidelined in games).
- **Gender:** Refusing to play with or against someone based on their gender.
- **Race or Ethnicity:** Making comments or jokes about a member's race or ethnicity.
- **Disability:** Failing to accommodate a member's accessibility needs (e.g., wheelchair access to facilities).
- **Sexual Orientation:** Using homophobic slurs or excluding LGBTQ+ members.

### **Bullying**

- **Verbal Abuse:** Constantly criticizing or belittling someone's playing ability in front of others.
- **Exclusion:** Intentionally leaving someone out of games or club activities.
- **Cyberbullying:** Spreading rumors or making negative comments about members on social media.
- **Power Play:** A more experienced player forcing less experienced members to perform tasks or take blame unfairly.

### **Harassment**

- **Persistent Unwanted Attention:** Continuously approaching or messaging a member after they've asked to stop.
- **Intimidation:** Using threatening gestures or words to make someone feel unwelcome or unsafe.
- **Disruptive Behavior:** Regularly interrupting games or meetings with the intent to unsettle others.

### **Sexual Harassment**

- **Inappropriate Comments:** Making sexual jokes or remarks about someone's appearance.
- **Unwanted Physical Contact:** Touching someone inappropriately under the guise of demonstrating a technique.
- **Sending Explicit Content:** Sharing sexually explicit images or messages with a club member.
- **Coercion:** Pressuring someone into romantic or sexual situations under threat of exclusion or loss of standing in the club.

## CONSEQUENCES OF POLICY VIOLATIONS

The Club takes all breaches of this policy seriously. Any member found to have engaged in inappropriate behavior, including but not limited to discrimination, bullying, harassment, or safeguarding violations, may be subject to the following actions depending on the severity of the misconduct:

1. Informal Warning – For minor breaches, a verbal or written reminder of expected conduct may be issued.
2. Formal Warning – A documented warning issued by the committee, outlining the violation and expected corrective actions.
3. Suspension – Temporary suspension from club activities, matches, or events for a specified period.
4. Termination of Membership – In cases of serious misconduct, repeated violations, or failure to comply with safeguarding responsibilities, the club reserves the right to revoke membership.
5. Referral to Authorities – If the breach involves criminal behavior (e.g., harassment, assault, or safeguarding risks), the matter will be escalated to relevant authorities or governing bodies.

Each case will be reviewed fairly, with consideration given to the nature of the incident, previous conduct, and the impact on other members. Appeals may be submitted in line with the club's complaints procedure.

## COMPLAINTS PROCEDURE

The Club encourages Club Members to speak up if they experience or witness any behavior that they feel is inappropriate or inconsistent with our values.

We aim to address concerns and complaints in a manner that is fair, transparent, and respectful.

### SUBMITTING A COMPLAINT

#### 1. Informal Resolution:

- Whenever possible, Club Members are encouraged to resolve issues informally by discussing them directly with the relevant parties if they feel safe and confident to do so. They may also speak with the Welfare Officer or another member of the committee to assist them to resolve the issue informally.

#### 2. Formal Complaint:

- If informal resolution is not possible or suitable, submit a formal complaint via email to **teambjmf@gmail.com** with the subject line: "Formal Complaint".
- Include a clear description of the issue (time, place, people involved, and nature of the concern), steps taken to resolve it, and the desired resolution.

### COMPLAINT RESOLUTION PROCESS

#### 1. Acknowledgment:

- The complaint will normally be acknowledged within five working days.
- The Welfare Officer or a designated committee member will normally outline the next steps.

#### 2. Investigation:

- Two impartial committee members shall investigate the complaint within 30 working days. This will usually include The Welfare Officer.
- The investigation may involve gathering statements and reviewing evidence.

#### 3. Outcome:

- A written response will normally be provided detailing the findings and resolution.
- If unsatisfied, the complainant may appeal in writing within 10 working days, requesting a reinvestigation.

#### 4. Appeals:

- Appeals will normally be reviewed by the Captain and an impartial committee member not previously involved in the process.
- A final decision will normally be communicated within 30 working days upon receiving the appeal.

## MEMBER RESPONSIBILITIES

- Submit complaints promptly, ideally within four weeks of the incident.
- Provide complete details of the issue and desired outcome.
- Engage in the resolution process constructively.

## COMMITTEE RESPONSIBILITIES

- Handle complaints impartially and confidentially.
- Take appropriate action to resolve issues and improve practices.
- Refer criminal matters to authorities when necessary.

## CONFLICTS OF INTEREST

If a complaint is made against a committee member (including the Captain), the Welfare Officer will assume oversight responsibilities to ensure impartiality. If the complaint involves the Welfare Officer, the Captain will take on this role. In cases where additional oversight is necessary, a neutral third party may be appointed to assist in handling the complaint.

## RECORD KEEPING

Complaints shall be documented securely and reviewed during the Club's Annual General Meeting to ensure policy effectiveness.

## ANONYMOUS COMPLAINTS

Anonymous Complaints can be made through the **Contact Us** section on our Club Website <https://www.bjmf sports.org>.

Please include a clear description of the issue (time, place, people involved, and nature of the concern), steps taken to resolve it, and the desired resolution.

Please note that anonymous complaints may be more challenging to investigate and address fully, as we may not be able to follow up for further details or provide direct responses. However, we are committed to handling all complaints with care and will do our best to review and act on the information provided to the extent possible.

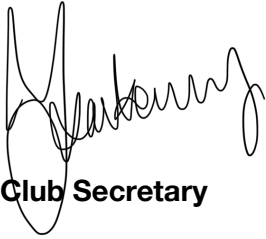
## CONTACT INFORMATION

For complaints or safeguarding concerns, please email to [teambjmf@gmail.com](mailto:teambjmf@gmail.com) or speak directly with one of our Committee Members.



**Club Captain**

Adrian YIP



**Club Secretary**

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29 January 2025