

Complaints and Reporting Procedure

Last updated: 07 February 2026

1. Purpose

This procedure explains how to raise concerns and how E17 BJJ responds to complaints and safeguarding reports.

If something does not feel right, even if you are unsure, you are encouraged to speak up.

2. How to Report

You can report a concern in any of the following ways:

Email: E17safeguarding@gmail.com

In person: Speak privately to the Safeguarding Lead.

With support: You may bring a trusted person with you.

In writing: You can submit a written account if preferred.

Reports can be made by the person affected, a witness, or a third party acting with consent.

3. What to Include

If possible, include: what happened, when and where it happened, who was involved, any witnesses, and what outcome or support you are seeking.

If you do not have all details, you can still report. We would rather hear early than late.

4. What Happens Next

Step 1: Acknowledgement. Your report will be acknowledged promptly and treated sensitively.

Step 2: Initial assessment. The Safeguarding Lead will assess the concern and decide the appropriate next steps.

Step 3: Action. This may include informal resolution, a formal investigation, temporary measures such as suspension, or referral to external bodies if required.

Step 4: Outcome and follow up. Where appropriate, you will be informed of the outcome and any actions taken.

5. Confidentiality and Protection

All reports are handled confidentially. Information is shared only on a need to know basis.

Retaliation against anyone raising a concern is strictly prohibited.

Reports made in good faith will never result in punishment.

6. External Support and Emergencies

If someone is at immediate risk, contact emergency services.

If you prefer not to report internally, you may seek support from appropriate external organisations or sport safeguarding bodies.