



Information for those against whom a complaint of poor practice or an allegation of abuse has been made.

Two sorts of complaint, the informal and the formal, may be made against you. An informal complaint, which is usually made orally and sometimes anonymously, is likely to relate to alleged misconduct that is not serious, perhaps a case of poor practice, misjudgement or oversight. The person making the complaint may have no wish to invoke formal procedures. You should nonetheless take the complaint seriously and deal with it promptly, since delay can often exacerbate a problem. You should be prepared to offer an explanation for your actions, and where appropriate an apology. An offer to meet and discuss the complaint may be helpful but it is advisable to arrange such a meeting in the presence of a third party (who should of course be acceptable to both you and the person making the complaint).

Formal complaints, in contrast, are most often made and required in writing, using the Incident Report Form.

Just because a formal complaint has been made against you does NOT mean that you have committed misconduct or that Pentathlon GB will assume that you have. Some complaints are without substance. However, Pentathlon GB will always investigate a claim in line with its Case Management Process and as a matter of course to eliminate risk to the child, suspend staff for accusations of serious breach of its policies.

It is appreciated that any complaint can be stressful for all parties concerned and you will understandably experience a range of emotions. Your family may also be affected and you and yours may benefit from support from one of the organisations listed below. You may also consult with the CEO to ask whether anyone in the organisation might be able to advise.

Both Parents Forever

39 Cloonmore Avenue
Orpington
BR6 9LE
Tel 01689 854 543

Advice to parents, grandparents, children on rights following divorce, separation.
Men in domestic violence situations/false allegations. Help in child abduction cases
www.ukselfhelp.info/bothparentsforever

Careline

Cardinal Heenan Centre
326 High Rd
Ilford
IG1 1QP
Tel 020 8514 1177

Confidential crisis telephone counselling service for children, young people and adults. Face to face service for adults.
www.ukselfhelp.info/careline

Family rights Group

The Print House
18 Ashwin Street
London
E8 3DL
Tel 020 7923 2628/fax 020 7923 2683

Assists families with children in care/residential accommodation/involved in child protection procedures
www.frg.org.uk

Self Harm Alliance

PO Box 61
Cheltenham
GL51 8YB
Tel 01242 578 820
National organisation offering support
www.selfharmalliance.org

The CPSU 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.

The Samaritans

The Upper Mill
Kingston Road
Ewell

KT 17 2AF

Helpline (local call rate) 08457 90 90 90

Admin tel 020 8394 8300/Fax 020 8394 8301

Nationwide, non-religious, non-political 24 hour confidential support

www.samaritans.org.uk

www.self-help.org.uk

The UK's free online specialised child protection resource.

A general list of 1,000 self-help organisations in the UK

