



Cause for Concerns (FAQ's)

(Updated November 2017)

I have a concern, who should I report it too?

If you have a concern about someone involved within basketball in England, you should try your best to report it to Basketball England, so we can investigate the matter. The best way to report a concern is to send it in an email, along with any attachments that relate to the concern, to childprotection@basketballengland.co.uk or safeguarding@basketballengland.co.uk

If you are unsure about a concern and if it is reportable then you should call 0300 600 1170 and ask to speak to someone in the safeguarding team and they will be happy to advise on the next steps.

I have reported a concern, what are the next steps?

Once a concern has been reported to Basketball England we will acknowledge the receipt of the concern by response by email. We take each concern seriously and will consider each concern to understand if there is action that needs to be taken by Basketball England or the concern can be resolved within the region, club, or league.

If we refer a case to a region, club, or league, we will go directly to the chair of that organisation and their child welfare officer (if applicable) and inform them of the details behind the concern. The concern won't be left there as Basketball England will provide advice along with way and support the concern, where necessary. If the concern isn't dealt at a local/regional level, then Basketball England will step in to act.

If there is action to be taken by Basketball England we will issue the concern directly to the club, league, or person the concern has been filed against. This is to ensure transparency throughout the reporting procedure and it also gives those involved opportunity to respond to the concern. When a concern is submitted to club, league, or person, we redact information that may be sensitive within the concern, such as names of Under 18's.

We give 7 days for a response to be submitted to Basketball England (*this does not include bank holidays or weekends*). When Basketball England issues a concern the person/club/league in question we do not assume any guilt, this is to ensure they have adequate time to respond.

What does Basketball England look for in a response?

We look for any information that is related to the case/concern. This could be a wide range of things but what we usually look for is the following:

- Witness statements (Do not take statements directly from Under 18's, always ask the parents)
- Video evidence
- Action taken to deal with the concern (if any)
- Emails
- Letters
- Certificates (to prove education/training)

What if I can't respond in 7 days?

We understand that most people live busy lives and certain circumstances can get in the way of a response. If this is the case, please inform Basketball England as soon as possible. If needs be we can allow, where necessary and at the discretion of Basketball England, more time to submit evidence. The earlier you inform us, the more likely we can accommodate this request.

What happens after the 7 days and all evidence has been submitted?

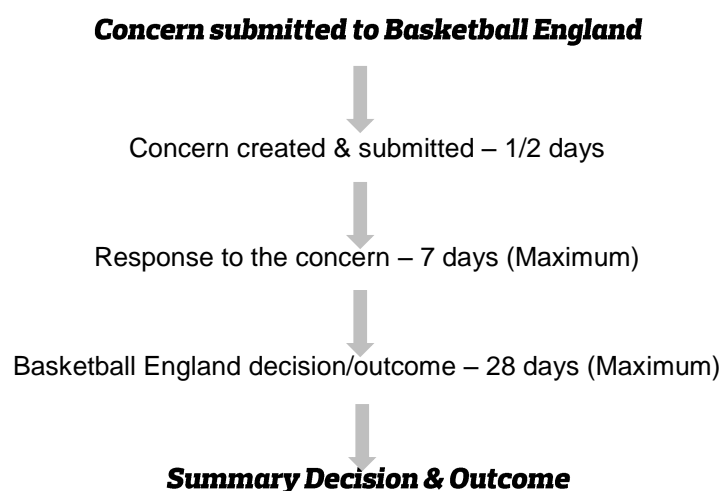
Once the 7 days have passed and all evidence/responses to the concerns have been made, Basketball England has 28 days to conclude and come to a decision. During this time Basketball England may follow up with further questions to better understand the case to ensure we take each factor into consideration.

Once a decision has been made, we will inform the club/league/person directly of our summary decision and what the outcome of the investigation is. Once submitting to the club/league/person, they have a further 7 days to appeal the decision (see appeals section).

If the decision is not appealed, then 7 days are given to the club/league/person to react to the sanctions/decisions and make sure they are/will be implemented.

All the decisions that Basketball England make are made on the balance of probability and without any bias.

Concern Timeline



Summary Decisions/Outcomes

Once Basketball England has completed its investigation, we will issue the outcome to the defendant which will explain the reasoning behind Basketball England's decision and what action is to be taken next.

Appeals Process

An appeal may be made against a decision within 7 days of the decision being issued along with a deposit of £250 being made for the appeal which should be paid by 5:00pm on the 7th day. If the deposit is not made, the appeal will not be accepted.

The appeal should contain the full case for appeal at the point of submission. The basis for the appeal and which specific aspects are being appealed must be fully declared. Only the aspects and information listed in the appeal will be considered and any appeals submission should only be made via email or post to ensure it will be considered. We do provide an [appeals template](#) to make it easier for you to submit an appeal.

Once submitted, the appeal will go to an appeals panel for consideration. Any decision that is made by the Appeals Panel will be final and binding on the parties involved and this will cover a decision on whether the appeals fee should be returned in full, part or not all. In some cases, the appeals fee may be awarded as costs and expenses against the appellant if and where appropriate.

Suspensions

In some cases, we may have to suspend a Basketball England member due to the nature and severity of the concern placed. We do this as an act of neutrality so that person is removed from the situation and to ensure the concern is not made worse and becomes escalated. Basketball England has no bias in this decision.

A registered member has been suspended but may attend a game as a spectator, how do I deal with this?

If you have reported a concern against a registered member of Basketball England and they have been suspended as an act of neutrality or suspended as an outcome of Basketball England's investigation, they may still be able to attend games (depending on the sanctions placed). If they do attend a game and you are unsure how to deal with this situation here are some tips to help you manage the situation:

- **Do not approach the person in question** – It is best to stay away from the person who is suspended. You may cause further aggravation to the situation if you approach them or vice versa. If they approach you, it is best to politely inform them that you wish not to discuss any matters around the case/concern that was submitted and the reason you are at the game (e.g. you are a team manager with a team playing, this is your responsibility for the day and this is what your focus is on).
- **What if comments are made towards me or my club** – If remarks/comments are made towards you, it is best to again walk away from the situation. Once away from the situation, it is best practice to inform someone what has happened and then get the comments/remarks made written down. If there were witness' to the comments/remarks, then it is best to get statements from those who witnessed the event. As it may be a tough situation to be involved in, it may be best to get someone who is neutral to the concern to collect the information to avoid any further confrontations. Once collated, submit it to Basketball England so we can consider what happened and if needs be, take further action and enforce more sanctions.
- **Keep emotions out of the situation** – we understand that some concerns/situation can be very difficult and stressful, but it is best to be polite and professional in these situations. Reacting with emotion can make the situation a whole lot worse and can backfire on yourself.

- **The situation has started to escalate** - If the situation starts to escalate then it may be reasonable to call the police if there are threats made, but this should be done at a last resort unless there is a serious risk to those at the event. If it does escalate, you should completely remove yourself from the situation to start. Once it has calmed down, you or a member of your team should start to collate what was said, done and collect statements from any witnesses'. This should be then submitted to Basketball England.

These points above are also valid for those who have been suspended and wish to attend a game.

I am a registered member of Basketball England who has been suspended and I am finding it difficult to cope with.

Here at Basketball England, we know that basketball is a fantastic and energetic sport to be involved in and it is a part of many people's lives in England. That is why, if you have been suspended for whatever reason, it can be difficult to manage if basketball has been put on hold within your life.

If it does get difficult, there are people out there who can support you through this difficult period.

Basketball England – We are here to help. If you are finding it difficult we can provide some words of advice on how to deal with this situation.

Your GP – A good place to start if you need support would be your GP. You may have a good relationship with them and they will better understand your needs and can help you on a more personal level.

Samaritans – You may not want to discuss your situation with us, which is fine. There are many charities and organisations out there who are happy to help 24/7, 365 days a year. The Samaritans are one of these fantastic organisations that are there to offer you a safe place for you to talk anytime you like and in your own way.

More information on the Samaritans can be found on their website - <https://www.samaritans.org/> - or they can be contacted on 116 123.

Mind – For when the situation was a lot tougher than expected, you can speak with Mind. They are an organisation who is there to help people who may suffer from mental health conditions and so much more. They provide advice and support to empower anyone experiencing a mental health problem.

More information on Mind can be found on their website - <https://www.mind.org.uk/> - or they can be contacted on 020 8519 2122.

I have reported the concern to the Police, what should I do?

If you have reported the concern to the Police in your area, please let us know as soon as possible. If you do report the concern, then Basketball England will have to halt any investigation it undertakes to allow for the Police to undertake their investigation. In doing this, it doesn't mean that Basketball England are not involved, we will support any investigation that is ongoing with the Police and provide information when and where requested.

Once their investigation has been completed and come to an end, where necessary and logical, Basketball England will undertake their own investigation regardless if the Police did not pursue any investigation.