



Guide to Undertaking Wellbeing and Protection Investigations

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Acknowledgements

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This resource has been co-designed with the expertise of colleagues within Children 1st, informed by SGBs, and created alongside [Kyniska Advocacy](#), where we are very grateful for everyone's support, contributions and insight. We would also like to acknowledge the learning and resource templates gained from [ACAS](#), [CIPD](#) and the [Ann Craft Trust](#).

Introduction

This guidance document has been created for Scottish governing bodies of sport (SGBs) to support existing wellbeing and protection in sport procedures in Responding to a Concern about an Adult's Conduct. The guidance and associated templates will demonstrate best practice at the point of a concern or complaint being shared or reported to the [SGB] Wellbeing and Protection Officer (WPO), to the conclusion of the response and activity taken. Many existing resources and examples of best practice have been explored in developing this guidance, which once embedded with SGBs can be cascaded for their members and clubs.

In developing this guidance, the Case Management Support Service has benefited from a co-design approach with colleagues internal to [Children 1st](#) including expertise in children's rights, data protection, information management, participation, HR and [Bairns Hoose](#). External support has included learning from and adoption of [ACAS](#) training and guidance as well as [Kyniska Advocacy](#), bringing lived experience of adults who have reported concerns about wellbeing and protection in sport. In addition materials have been adapted from [CIPDHR Inform](#) and [XpertHR](#).

The steps and content across this document can be applied to both children's and adult's wellbeing and protection in sport. Additional template policies and procedures for Adult Wellbeing and Protection in Sport can be found [here](#), and this document is also complemented with the [Guide to Managing Disciplinary and Appeal Processes](#) which follows the outcome of this guidance, should a disciplinary process be required.

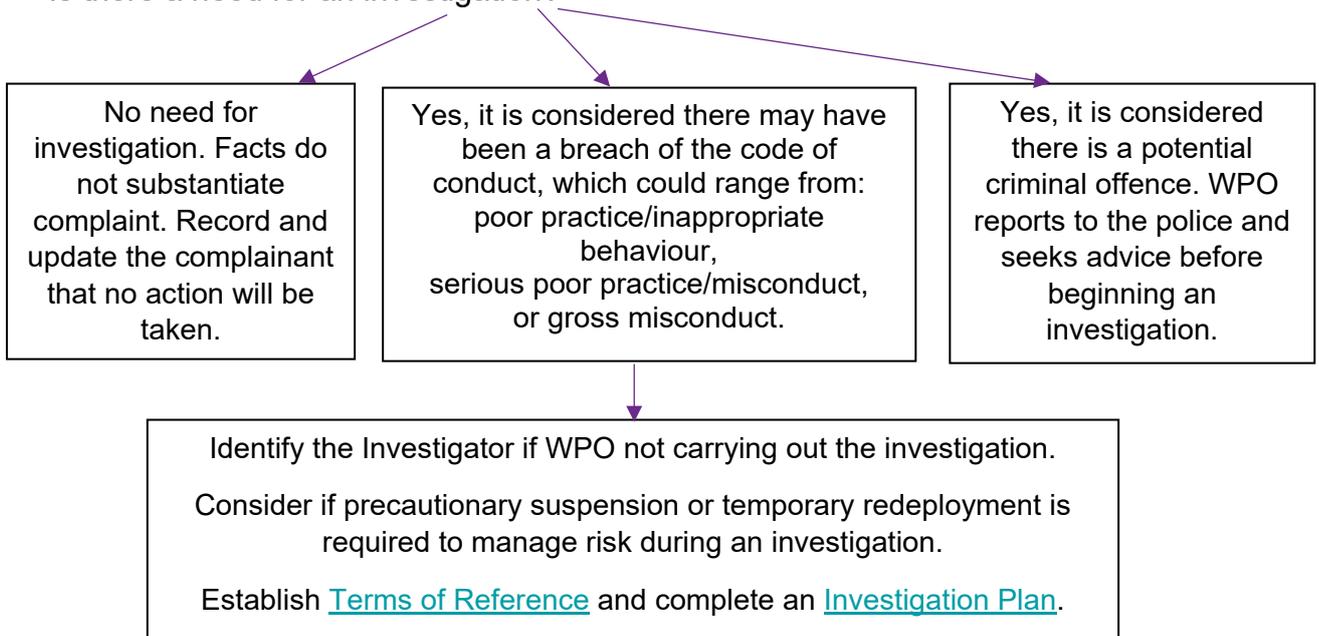
For consistency in language for both guidance documents and for ease of reading, the following words will be used to cover the description of the text shown:

- Complaint, includes concern or complaint about an adult's conduct or behaviour.
- Complainant, is the person who is either raising the concern or complaint about actions of adult towards them or other people.
- Investigator, is either the WPO or person appointed to carry out the investigation.
- Person subject of the complaint is the adult whose conduct is being questioned, challenged or reported against.
- Witness, is any person of any age who is considered to have witnessed, observed or experienced the alleged concerning conduct.

Initial Assessment

When a wellbeing or protection complaint about an adult's conduct has been shared with the SGB Wellbeing & Protection Officer (WPO), an initial assessment should be carried out. The initial assessment does not form part of the investigation and should not stray into undertaking an investigation. This should happen very quickly and by the end of the Initial Assessment a decision to be made about whether to proceed to a full investigation. Every situation is unique so guidance cannot be prescriptive.

- Determine the basic facts to decide the appropriate course of action:
- Gather detail of what is known so far.
- Establish who is involved in the complaint.
- Consider any immediate measures that need to be taken:
 - Report to police ([Appendix 1](#)).
 - Refer to social work, healthcare, advocacy, mental health support.
- Consider any vulnerabilities around age, disability etc to inform decision-making.
- Is it clear that a crime has been committed or suspected? If so, report to police.
- Have any previous complaints been raised about the conduct of the person subject of the complaint?
- Does the complaint relate to expected behaviours or inappropriate conduct as contained within a relevant code of conduct?
- Is there a need for an investigation?



Risk Assessment for Precautionary Suspension/Temporary Redeployment

In line with child or adult wellbeing and protection procedures in responding to complaints, the person subject of the complaint, may need to be removed from their current duties whilst the investigation takes place. This is usually due to the potential risks surrounding the case and individual and can be to protect them and the organisation whilst the investigation is carried out.

This can be in the form of a precautionary suspension or a temporary redeployment to another role for either an employee or volunteer. **This is not a form of disciplinary action.**

Risk Assessment	Assessment			Date	Completed by
Reason for consideration					
What potential risks have been identified? <i>Examples-</i> Relationships have broken down Evidence could be tampered with or interference with the investigation in general Risks or threats to other people including witnesses A risk to the individual while remaining in their role	Low	Medium	High		

If criminal proceedings underway, the individual may be prohibited from their role/tasks during process					
Are there alternative roles or tasks?					
Conclusion					

The individual will be informed in writing of the reason for the precautionary suspension/temporary redeployment ([Appendix 2](#)); however, it is good practice to verbally inform the person before confirming in writing. An individual who is precautionarily suspended/temporarily redeployed will be kept regularly updated about the process and will be supported during this time by a named contact. It should be made clear that this decision is without prejudice and not a form of disciplinary action.

Terms of Reference for an Investigation - Guidance

Introduction

The investigation process is designed to establish as far as possible what has actually happened in response to a complaint raised about the conduct of an individual. The purpose of an investigation is to gather, assess and present evidence to allow for a decision to be made.

Having a documented investigation is very important particularly as the decisions may lead to formal disciplinary proceedings. The investigation report details the investigation process and the findings, and these terms of reference set out how the investigation should be undertaken.

The investigator

The investigation should be led by the investigator who will be supported in the investigation by a colleague. Both people must be impartial and not connected to anyone named in the complaint.

The investigator takes ownership of the investigation from start to finish, making all the decisions and reaching the conclusions/recommendations to be set out in a final investigation report. They should be able to carry out the investigation freely and without influence.

The investigator chairs all the meetings and interviews as part of the investigation and deals with any queries or enquiries regarding the investigation itself. Accountability for the investigation rests with the investigator. They should ensure that the investigation process is conducted professionally and fairly.

The supporting colleague will be taking notes of investigation meetings and interviews and assisting with administrative support.

How the investigation will be conducted

Investigations into a complaint made against an individual needs to be conducted in a confidential and discreet fashion. Some of the details may involve personal issues and it is important that the investigator and the supporting colleague take confidentiality seriously. Any

witnesses or other people interviewed as part of the investigation should have their obligations in respect of confidentiality explained to them from the outset.

Furthermore, the investigation process is to be conducted fairly and impartially. It is not an opportunity for the complainant(s) to build up their case against an individual. Instead, the investigator needs to establish 'both sides of the story' and be impartial and fair in how they draw conclusions from the facts. There should be no bias towards a particular party.

Maintaining the privacy and confidentiality of all involved parties is of paramount importance. You must take appropriate measures to ensure all records created, documents gathered, and notes taken are stored securely. Appropriate measures can include the use of an online electronic recording system, password protecting documents and files to maintain privacy and confidentiality and reducing the number of individuals with access to the investigation file.

The matters to be investigated

The investigator should review the complaint in comparison to expected behaviours as stated within relevant codes of conduct. They should be defined and set out as 'terms of reference' so that they can be reviewed methodically. Should other concerns be identified as a result of the ongoing investigation, consideration should be given to review and amendment of the original terms of reference prior to communication of such changes to both the person subject of complaint and the complainant. Any change to the anticipated timescale of the investigation should also be stated.

Evidence

Evidence is an overarching term for any information or material gathered in the course of the investigation. The evidence can either support, refute or be neutral in respect of the matter under investigation. Each piece of evidence must be examined in respect of its relevance to the investigation. Amendment to the original TOR should be considered for any new lines of enquiry that are identified. Certain details may need to be redacted when anonymity is a factor, whilst maintaining an original in line with agreed information retention policy.

Detailed record should be kept of:

- description;

- when it was taken;
- who it was taken from;
- who can speak to its relevance;
- who took possession of it; and,
- any reference number applied to it.

Types of evidence include -

- Witness evidence in the form of:
 - Signed written statement or note taken by the investigator.
 - Written evidence provided by the witness.
 - Account provided in any other format.
- Physical evidence such as:
 - Photographs.
 - CCTV.
 - Laptop.
 - Mobile telephone.
 - Clothing.
- Documentary:
 - Copy data from electronic systems.
 - Signed copy of SGB Code of Conduct.
 - Relevant child or adult wellbeing and protection policies and procedures.
 - Contract of Employment.
 - Handwritten witness statements/notes.
- Expert or technical evidence:
 - Sport or technique specific opinion from recognised authority.
 - Medical evidence or opinion.
 - Data extraction report (mobile telephone/device download).

Witnesses

Any person who has information thought to be relevant to the matter under investigation may be considered a witness. Witnesses can be separated into a number of categories and terms, and reference made to them may differ in varying environments i.e. criminal, civil or internal processes.

Planning

A witness plan ([Appendix 4a](#)) will assist in determining the relevance of each witness and the order in which they should be approached. Each witness, regardless of how they are defined within the investigation should be considered as an individual. Their specific needs should be identified in the witness plan and what measures have been taken to support them.

Consent

Investigators should have the informed consent of any witness. It should be clear why they are being spoken to and what might happen as a result of the information they have provided. The consent of a parent or carer should be sought prior to interviewing a child. In situations where the only parent or carer is the person subject of the complaint, alternative arrangements should be considered.

Support

Any person who attends in support should be considered a witness, their role explained and their need to attend any future proceedings highlighted.

An example of this may be a British Sign Language interpreter. This person may have been used to note a statement from a complainant and are a witness in their own right. They specifically may not be needed in a disciplinary process however it should be highlighted that the witness themselves will still require an interpreter should they need to attend future hearings.

Should a person attending in support also be a witness i.e., supporting parent of a child witness then their statement should be noted prior to them attending in support of their child. The undernoted are broad definitions of how someone may be referred to for the purpose of an investigation.

Complainant

This will usually be the person or persons who has suffered harm or have raised the complaint in respect of the conduct of an individual who is the person subject of the complaint within a sports club or the SGB. Their account will usually, but not always, form the basis of the scope of the investigation as laid out in the TOR.

Direct Witness

A person who is providing information in respect of what they actually saw or heard in relation to the specific facts under investigation.

Indirect witness

Likely to provide circumstantial evidence whereby they have not seen or heard the incident themselves. Although direct witnesses are usually given more evidential weight in proceedings, circumstantial evidence should not be immediately discounted as it may provide information in support of direct evidence or identify additional lines of enquiry in pursuit of the facts. An example being that they may have witnessed the actions of the person subject of the complaint, complainant or other witness shortly before or after the reported incident.

First disclosure witness

This is a particularly important witness when the investigation is in respect physical or sexual abuse. They are the person to whom the complainant has first disclosed. This witness can be called upon to speak to demeanour of the complainant when they have first been able to describe what has happened.

Expert witness

Expert witness or professional witness can be called upon during the investigation and or asked to attend a hearing. They will likely be specialist in an area that the investigator, or witnesses will not be able to provide a credible opinion or evidence of fact. This could be a technical expert in relation to a particular sport or professional person such as a doctor.

Timescales

Any delays and the reasons for them should be set out in the investigation report. It is important to keep all parties informed of any delays and the reason for them. Delays to the investigation process may prejudice both the investigation itself and any further actions that may occur as a result of the findings of the investigation. As time passes, people's recollections may change and/or be influenced by subsequent events so it is important to get information as close to the disclosure or event taking place.

The investigation report

The investigation report contains a record of the investigation process and sets out the facts and findings established during the investigation.

The report will record any delays to the process and summarise the interviews with any witnesses involved in the issues at hand.

The conclusion to the investigation report will set out the outcome of the investigation and/or recommendations. The relevant test is whether on a 'balance of probabilities', it is more likely than not that the complaint raised has taken place.

Questions, comments, queries etc from the investigator will usually be considered with the supporting colleague. Further information from the individual who requested the investigation may also be necessary.

Terms of Reference for an Investigation - Template

Note: How to use this template

Terms of reference for investigations specify what the 'investigator' should do and how the investigation should be conducted. It contains details about the timescales and roles of those involved.

To ensure the investigator is clear on their function and the preparation involved, this template sets out how the investigations are conducted with a following document to complete in creating an [Investigation Plan](#).

Terms of Reference

An investigation into *[insert title of investigation here]*

Overview

On *[insert date]* a complaint was received by *[insert name of WPO]* of *[insert SGB]* whereby they were made aware that *[insert complainant name]* had raised that an individuals' conduct *[insert nature of complaint]* and that the person or persons responsible were *[insert individual's name]*

Or

On *[insert date]* it was decided that an investigation would take place as following an initial assessment of complaint raised that may impact the wellbeing, protection and safety of a member, some members or all members involved *[insert sport/activity]*

On the *[insert date]* I *[insert investigator]* was contacted by *[insert contact]* and asked to undertake investigation in respect of the above matter. I met with *[insert WPO]* in person/ virtually/other on the *[insert date]* where further information was supplied. The TOR are agreed and have been signed by me and *[insert name]* *[insert SGB]* on *[Insert date]*.

As of this date *[Insert date]* I have not been made aware that criminality is suspected or known or that any criminal or child/adult protection investigation is complete and relevant authority has been granted for this investigation to take place.

The investigator

In this investigation, the investigator is *[insert job title]*, who will be supported in the investigation by *[insert name]*.

Timescale

To ensure the investigation is completed in a timely fashion, the investigation report should be provided to *[insert name]* by *[insert deadline date]*. Interviews and the process for gathering facts etc should be completed by *[insert target completion date]*.

The matters to be investigated

The investigation will establish the facts around the following complaint/allegations:

- Term of Reference 1 (TOR1) *[first issue to be investigated. If there is more than one, list the others in a consistent manner with the first]*.
- Term of Reference 2 (TOR2) *[second issue to be investigated]*
- Term of Reference 3 (TOR3) *[third issue, etc]*

Relevant documentation

The following documentation relates to the investigation and are attached to this document.

Document number	Description	Date
One		
Two		
Three		
Four		
Five		
Six etc		

Relevant witnesses

The following witnesses are intended to be interviewed as part of the investigation process.

Number	Witness name	Reason for interviewing	Job title / Role
One			
Two etc			

Investigation Plan - Template

Note: How to use this template

Following completion of the [Terms of Reference for an Investigation](#), this document aids the investigator to consider the relevant steps, in preparing for each stage of the Investigation. This plan is not to be included in the final report but should be completed at the start of and as the investigation progresses and more information is known or changes.

Investigation Plan

Investigator	
Terms of reference	
Provisional timeframe	
Review of complaint recording form to identify the issues that need to be explored/clarified	Type of complaint: Who raised the complaint? Who is individual the complaint has been raised against? And what role do they have?
Is the complaint against an employee or volunteer?	
Is there a potential crime which has been reported to the police?	If yes, what advice was given in relation to the investigation?
Is there a notification of concern for child or adult	If yes, what advice was given in relation to the investigation?

<p>protection shared with social work?</p>	
<p>Policies and procedures to review and follow</p>	
<p>Existing sources of evidence Witnesses? Documents? Records?</p>	
<p>Sources of evidence to be collected Technical or digital evidence Expert witnesses</p>	
<p>Persons to be interviewed (including planned order of interviews)</p>	
<p>Investigation interviews (When/where/notes to be taken by)</p>	
<p>Persons to supply own statement</p>	

Further considerations	
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Conducting Investigative Interviews: Adults

Initial Considerations

It is unlikely that any person involved in the investigation interviews will be completely at ease with the process. It is important that each person regardless of their role within the investigation are treated fairly and that your interaction with each of them is impartial as failure to do such may impact the integrity of the overall investigation.

Each person should be treated as an individual and their need for support considered. It is important that, prior to interview, you confirm you are aware of and have complied with any lawful protections they are afforded by virtue of their standing within the organisation i.e., protections afforded them as an [employee](#), under the [Human Rights Act 1998](#) or protections within the SGB's own Code of Conduct.

There are different circumstances where an adult will be invited to an interview as part of an investigation. It may be that they are:

- the person who the wellbeing or protection complaint is about or the “complainant”.
- a witness to the circumstances that have led to the complaint having been raised.
- a person in receipt of or have responsibility for material or documentation collated as potentially relevant information.
- the person reporting or raising it, could be WPO or parent/carer of complainant for example “reporter”.
- the person against whom an allegation has been made.

The nature of the complaint under investigation should be considered. The principles below are relevant to a wide range of complaints where there is either no crime, the complainant does not wish to report the matter to the police or confirmation has been communicated from police that the investigation can be proceeded.

Should it become apparent during the interview and further discussion identifies a possible crime, then the complainant should be advised of such and confirm if they wish to report the matter to police. Should they wish to, they should be informed that your investigation will be

stopped at that time. The change in circumstances should be communicated to the SGB and the possible need for support or signposting to assist the complainant in the formal reporting process. Further guidance is available in respect of receiving a report from an [adult who may have disclosed abuse](#).

Preparing for interview

The following are general considerations when preparing for interview.

Location

- Where will the interview take place?
- Can it be reached easily by the interviewee?
- Is there a cost associated with attendance there. i.e., parking, travel etc?
- Is it accessible to not only the interviewee but to any person who may be attending in support of them or assisting to facilitate the interview i.e., interpreter?
- Are there sufficient facilities in respect of refreshment and toilet breaks etc?
- Is there space available to allow the interview space for a break?
- Is it possible that the interviewee could be seen by other colleagues/members that could impact the private and confidential nature of the investigation and interview?

Documents and Evidence

- What do you need to take into the interview?
- Does the content of documentation need to be agreed during the interview?
- Do you need to show CCTV/Photographs?
- What equipment might you need?
- Are you intending to take any documentation or items from the interviewee as evidence and are they aware you are intending to do so?
- Ensure any reference to or collection of evidence is referred to in the interview notes.

Recording the Interview

- Record the date, time, and interviewees name.
- Name of the interviewer.
- Details of any other person present and their role.

- Noted as much as possible in the interviewee's own words.
- Note any breaks taken.
- Read back or offer to all present to read and agree content.
- Request signature in agreeing to accurate record/content.
- Note if an agreement is not reached on accurate record/content.

Individual Interviewee

- Be clear as to their status within the investigation.
- Research and prepare for each individual interviewee.
- Know where they feature in the investigation.
- Is there specific information you need from them?
- Ask them to be clear as to what they actually saw or heard.
- Ask that they tell you the source of any other information they provide.

Complainant Interview

- Should be contacted and informed that you are carrying out the investigation.
- Explain your role as the Investigator and the reason for interview.
- Make them aware that you are intending to interview a number of people, including them, in connection with the investigation as it is likely they will quickly become aware once your investigation begins.
- Be clear that you are impartial, but their complaint will be taken seriously and investigated robustly.
- Do they want anyone with them during the interview or included in future communication with you?
- Confirm their preferred method of contact and how you intend to update them moving forward.
- Where will the interview take place?
- Is there anything else that need to be considered by way of access or their ability to participate fully?
- Be prepared to explain to complainant where any interview identifying details of a crime, that support can be given for information to be reported to the police or referrals can be made on their behalf.

(Be mindful of an individual's circumstances. As stated, there is further guidance in respect of investigations concerning [adult disclosures of abuse](#)).

Witness Interview

- Should be contacted and informed that you are carrying out the investigation.
- Explain your role as the investigator and the reason for interview.
- Be clear that you are impartial and are tasked with establishing the facts under investigation.
- Do they want anyone with them during the interview?
- Confirm their preferred method of contact and how you intend to engage/update them moving forward.
- Where will the interview take place?

Is there anything else that needs to be considered by way of access or their ability to participate fully?

Person subject of the complaint Interview

- Should be conducted after the nature of the complaint is clear and what evidence there is available. (Safety, wellbeing and fairness allowing)
- Be clear on the person subject of the complaint's status prior to contact:
 - Are they precautionary suspended or temporarily redeployed?
 - Are they employees or a volunteer?
 - What does that mean for you and your compliance with any protections afforded to them?
- Confirm if the person subject of the complaint is aware of the complaint raised and being investigated.
- Re-assure the person subject of the complaint that you are impartial and are concerned only with establishing the truth as to what has been reported.
- Confirm your role within the investigation.
- Are they intending on bringing anyone with them and who are they?
- Confirm if they may need support as a result of the complaint being raised.
- Ensure all action and interaction with the person subject of the complaint is fair.

Interview Phase

The interview technique should be similar irrespective of the interviewees standing within the investigation. Each interview must be fair and impartial. The interviewer must be mindful as to how the interviewee is responding to the situation and should be considerate of the need to stop or take a break.

There may be a need to present certain information or evidence before a person subject of the complaint and ask that they respond specifically in respect to this. They do not have to answer questions put to them however their response, or lack of response, should be noted.

There may be a need to probe and clarify specific points of the interview notes or information that has been provided by other persons interviewed as part of the investigation.

The interviewer should remain calm and avoid responding emotionally to anything said or in a way that could be construed as judgemental of the interviewee.

Time should be taken to explain that the interviewee can say that they do not know the answer to or understand a question. They should feel free to correct you should you misunderstand something they have said.

For each person interviewed, they should be informed that information is only being recorded for the purpose of the investigation and anything stored will be kept safe and confidential, then deleted in line with appropriate data retention periods within SGB.

Special Considerations: Interviewing Children and Young People

Introduction

When it is necessary to interview a child or young person during an investigation, it is essential that SGBs aim for best practice. There is a responsibility to safeguard the child or young person and ensure the experience is trauma-informed, child-centred and rooted in children's human rights.

By taking a rights-based approach to interviewing, we can ensure that the child or young person is respected and safe, that all their rights are upheld, and that they are protected from further harm. Children's human rights are outlined in the UN Convention on the Rights of the Child (UNCRC). Children are *rights holders* and the convention outlines all of the rights that children should have to keep them healthy, happy and safe in all areas of their lives. As adults in Scottish governing bodies of sport, we are duty bearers and we have obligations to make sure children and young people have their rights respected, protected, and fulfilled.

In 2024, the UNCRC was incorporated into Scots law through the UNCRC (Incorporation) (Scotland) Act, which means the rights outlined in the UNCRC are legally binding in Scotland, and public bodies have the obligation to act in compliance. This means that children's human rights should be respected throughout the sporting experience and especially when an incident has occurred that requires an investigation.

While all 42 articles of the UNCRC are important, there are some that are particularly relevant to interviewing a child or young person in relation to a concern that has been raised. Articles to keep in mind include:

- Children have the right to be free from any **discrimination** (Article 2)
- Adults should think about children's **best interests** when making decisions that will impact them (Article 3)
- Children have the right to **share their experiences, opinions and ideas** and be taken seriously (Article 12)
- Children have the right to **privacy** (Article 16)
- Children have the right to get **information**, as long as it's safe (Article 17)

- Children should be **protected from being hurt** or treated badly (Article 19)
- Children should be **protected from sexual abuse** (Article 34)
- Children should be **protected from any form of exploitation** (Article 36)
- Children shouldn't be **punished in a cruel or hurtful way** (Article 37)
- Children have the right to **get help and recover** if they've gone through something difficult (Article 39)

More information about children's human rights can be found here:

www.children1st.org.uk/speaking-up-for-scotlands-children/childrens-human-rights/

The Interview Process

The guidance below has been adapted from the [Scottish Child Interview Model](#) for local authorities and Police and the [Lundy Model of Participation](#).

Initial Considerations

Where a complaint has been raised about an adult's conduct towards a child or young person, or if a child or young person has potentially witnessed the actions of the individual, the first question to consider - Is there a **need** to interview the child or young person?

They should be central to any processes concerning them or decision making that may have an impact on their safety or wellbeing. This may not be an easy or comfortable process for any child or young person.

See examples below and consider the information already available. Is the interview proportionate and/or in their best interest?

- If a crime has been disclosed within a complaint raised, it should be reported to Police and Social Work Services.
- Is it necessary to establish what has happened or what the impact or severity of the circumstance were?
- Are there adult eyewitnesses who could provide a statement as to what had happened?
- Is there other evidence i.e., CCTV, communication, social media posts etc?
- Has the individual the complaint has been raised against admitted they were responsible?
- Does available information suggest that the child or young person would be unlikely to cope well with the interview or it could be detrimental to their wellbeing?

- Could the child or young person provide evidence in writing without the need for an interview?

Key Principles

When conducting an interview with a child or young person, there are some key principles to reflect on to ensure that the process is well thought out and implemented.

Agreement

The child or young person should know why they are being interviewed and what the process involves before agreeing to take part. Permission should be sought from the child or young person. It should be explained how long it is thought the interview may take and should not conflict with any standing arrangements they have. The child or young person can choose someone to accompany them, or if they need an interpreter or support with communication, this should also be agreed.

Space

When deciding where the interview will be held, make sure the child or young person is comfortable in the location. Avoid conducting the interview where the incident took place, where the child or young person attends sports or school, or anywhere they might be seen by friends or peers. Local authorities may have community rooms available if an alternative venue is required. Also, consider what needs to be done to the space in order to make it more welcoming and comfortable. This may include the arrangement of furniture and the feeling it gives to children and young people (i.e., being across a table might feel adversarial). If possible have more than one room available to allow for breaks. Practical considerations include access to a toilet and provision of water and snacks. Some children and young people may prefer to meet outdoors, where consideration would need to be given to confidentiality.

Voice

By sharing their story of what happened, children and young people are exercising their right under Article 12 of the UNCRC. They should be listened to and taken seriously. It is important to think of how you engage a child during the interview – is it possible to provide a range of methods of expression for the child or young person to choose from that are age-appropriate

and meet their needs? Reflect on the types of questions you are asking (see p21) and consider how best to phrase them, what is appropriate to ask.

Engagement

A rapport should be established with the child or young person from the beginning of the interview. There are various ways to do this, for example, perhaps ask about their day or something they have enjoyed doing recently. Demonstrate supportive non-verbal cues and let them speak. This will let them see how you intend to conduct yourself during the interview and should hopefully help them to relax. Remove any physical barriers, desks etc. and ensure you appear open. Avoid reactions of either a positive or negative nature to avoid leading the child or young person, ensuring no judgement given to anything said. Remain empathetic and respond to any cues suggesting a break might be needed.

Support

Is there anything that the child or young person may want you to do or remember during the process. Information could be gathered from parent/carer or any person who could help best prepare your approach to the interview. Consider any needs that may require planning. Because the interview can be such an intimidating and stressful experience, it is important to provide the child or young person with the appropriate support to participate. They might ask for someone to accompany them – this might be a parent/carer or another supporting adult. Provide items that may help the child or young person to focus, e.g., fidget spinners, drawing materials, calming exercises.

Honesty

Answer any questions you can honestly or explain why you cannot answer a particular question. Explain your role in the process and be clear they know why they are being interviewed and what might happen next. Explain the situation around breaking confidentiality, if they share information with you that suggests someone is not safe or at risk of harm, explain you will pass this on to get immediate help.

Preparing for Interview Checklist

- Where will the interview take place?
- Is there breakout space to allow for breaks?
- Set aside adequate time for the interview.

- Other than the support person, is anyone else needed, i.e., interpreter?
- Is the location accessible for all?
- How is the interview to be recorded, note format or statement template?

Interview Pre-Plan

- Review all available information relevant to the child or young person's experience in the situation under investigation.
- What do you need to know to confirm the full nature of the complaint?
- What do you hope to achieve through the interview?
- Has criminality been ruled out?
- Did the child or young person already know the individual the complaint has been raised against?
- Who else may know about it or have witnessed it?
- Discussion with supporting person as to their role.
- With reference to the pre-interview gathering phase, what are your considerations for the specific child or young person?
- What suggestions/advice has been given in anticipation of any difficulty the child or young person may have in engaging?
- Discussion with any other person i.e., interpreter as to how the interview will be conducted.

Conducting Child Interviews

Be mindful of the child or young person's age or capacity and adapt your interview style accordingly however the general principal of having the child or young person provide as much free recall as possible, in their own words, is central to the process. The child or young person may be nervous to do the interview or unaware of the seriousness of the process.

Take the time to create a calm environment and reassure the child or young person of what to expect:

- Explain who you are and your role and that of any other person present.
- Ask the child or young person to explain in their own words why they are there ensuring their informed agreement to participate in interview.

- Explain how long you anticipate they will be with you.
- Thank them for coming along and that you are there to try and understand what has happened.
- Let the child or young person know that they should say if they feel they need a break, use the toilet etc.
- Ask that they only share details of what they have seen and heard.
- Inform the child or young person that it is ok to say if they do not understand a question and it is ok to say they do not know the answer and they should not guess what the answer is.
- Explain that it is ok for them to correct you should you have misunderstood what they were saying.

(Consider taking time to practice this with the child if age appropriate. Prepare some statements or questions that will lead them to correct you/tell you they do not understand, or they do not know the answer – this should be unrelated to the matter under investigation and the child should know that you are practicing)

- Use neutral non-verbal cues, show you are listening and do not react to anything they say that could make them feel embarrassment or shame.

(Ask if they can recount a recent experience, something they enjoyed or enjoy doing. Encourage free recall during this and use open questions when necessary)

Going into main topic of the Interview

Bring the child or young person to the subject matter of the interview. Begin with an open question:

“Do you know why you are here today?”

This should encourage the child or young person to engage in the subject matter. Should they enter a free recall of their understanding of the situation, encourage them to continue with a use of a neutral cue or facilitative prompt such as:

“Uh-Huh” or “tell me more”

Should the child or young person respond “yes” to your opening question, use an open question such as:

“Tell me everything you can remember about it”

Should the child or young person struggle beyond opening, acknowledgement such as:

“It’s about what happened at training last week”

Consider:

“Tell me what happened between when you got to training and when you got home”

The child or young person should be encouraged to provide their account of events using as much free recall as possible. Cues such as “uh-huh”, nodding and or eye contact could be used to make them more comfortable and able to continue. Opened ended prompts can be used to probe for clarity. Closed questions should be avoided unless specific detail cannot be elicited through other question types. Open ended questions should again be used to guide the child or young person back to as much of a free recall of events as possible.

The record of the interview should include:

- Date, start time, end time and when any breaks are taken.
 - Should reflect, as far as possible the child or young person’s own words.
 - Child or young person should have the opportunity to read over the statement or interview note or be supported to listen through or understand the content to agree or disagree with the record.
 - The parent/carer should also confirm the note accurately reflects the child or young person’s account.
 - Ask if the child or young person can sign agreeing to content of the statement.
- The parent/carer should be asked to sign in accordance with the child or young person’s age.

- Any interpreter used should also be asked to sign the statement agreeing it is a true reflection of the interview that has taken place.

Concluding the Interview

After agreeing and signing their statement or interview note, thank the child or young person for attending and sharing the information with you. Explain what you intend to do with the information and what it may mean for them. Let them know what they should expect to happen next or when they may expect to hear an update from you. Re-orientate them by engaging in conversation not related to the interview subject matter.

Signposting/Referral

Should the interview raise any concerns or issues for the child or young person, referral and/or signposting to appropriate support organisations should be discussed.

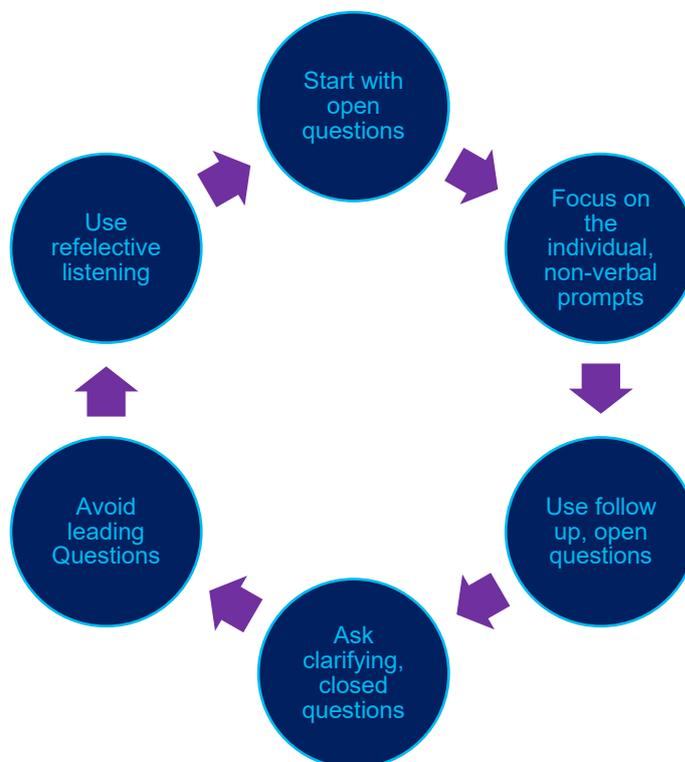
Example Question Types

Question Type	Description	Good Practice	Suggestions
Free Narrative	Encourages spontaneous response and should be a free uninterrupted account of the topic of concern.	Be an active listener. Avoid seeking clarification and use minimal prompts.	“Can you tell me why you think you are here today?”. “Tell me everything that happened”
Facilitative Prompts	Inobtrusive encouragement to assist continued free recall should the interviewer stop or struggle to continue	Offer neutral acknowledgement. Repetition of the last comment.	“uh-Huh” “Then what happened”
Reassurance	Helps to put the interviewee at ease.	Be empathetic.	“It’s ok” “Take your time”.

		Assure the interviewee you are listening and taking them seriously. Confirm you understand.	“it’s interesting that you said....” “Can you tell me more about that?”
Open Ended Prompts	To help expand upon what has been said so far or clarify certain matters. Should be related to what has been said in the free narrative. Can be used to guide back to free narrative.	Reduce feeling that they must provide an answer. Give time to think of the response. Avoids yes or no answers	“Then what happened?”
General Questions	The interview should be approached and planned from an open style with the objective of encouraging as much free narrative from the interviewee as possible. However, questions can be considered when clarification is needed.	Should be based on something already said in the interview. Consider the style and content of questions. Phrase to encourage most detailed response. Should not be leading toward influencing a particular response.	
Specific Questions	Can be used, when needed to probe for clarification of a fuller account of something that	Should not be repeated if it is clearly not understood instead re-	“Where were you when that happened”.

	has previously mentioned.	phrased before attempted again. Responses should be followed by an open-ended prompt to encourage return to free recall.	You mentioned, was anyone else there”. “Did that happen more than once”
Closed Questions	Provide limited number of responses i.e., “yes”, “no” or “don’t know”	Can result in less accurate information. Repetition of closed questions could be taken as interrogative.	“Was anyone else there when this happened”

Questioning Process



Special Considerations:

Interviewing Adults where Abuse has been Disclosed

Initial Considerations

Sexual Assault and Domestic Abuse are amongst the most serious offences investigated by police. They can also be the most impactful upon those subject to it and can result in long lasting trauma after the event itself. It is imperative that the response to persons disclosing such abuse is supportive and empathetic. Persons who do not feel believed or who have a bad experience of reporting abuse and the subsequent investigation can be left feeling re-traumatised.

Guidance on noting the account from the complainant and questioning style should broadly follow those listed previously within Conducting Investigative Interviews sections above. The following is further guidance and considerations when investigating such incidents.

Should a disclosure be made by a complainant that they have recently been subjected to abuse, the complainant should be asked if they wish the police to be contacted. They may have decided at that time not to do so, however, they should be in no doubt that they would be offered support to make such a complaint if not via SGB, then referred to an organisation that could help. Ask if they require any medical assistance as a result of the incident.

Disclosures

The circumstances when an investigation may be instigated after a report of abuses such as sexual, domestic abuse or other significant wellbeing concerns may include:

- When the complainant has chosen not to report the matter to the police however has agreed that the disclosure made can be investigated by the SGB.
- After the incident has been reported to the police, who have concluded the criminal investigation, and have indicated that the SGB can instruct their own investigation.
- There is information to suggest that there may have been harmed caused to an adult recognised as vulnerable however further information is required prior to determining need for report to police.

Complainant

Persons making reports of abuse are usually interviewed by specially trained police officers. Should an adult choose not to make a complaint to police, or a criminal investigation has been deemed complete all effort should be made to ensure their wellbeing and that they are offered support throughout the reporting process. SGBs and Investigators should be aware of the options open to complainants by way of support or advocacy services.

Contact

Contact with a complainant of abuse should be approached sensitively and mindful of their current living situation.

- Confirm if the complainant has already stated their preferred method of contact.
- Be sure that you in no way jeopardise their safety.
- The complainant should be asked where they would prefer to meet and if possible be able to say if they would prefer to speak with a male or female investigator.

Support

Emphasise the SGB/your commitment to a fair and objective investigation. Encourage the individual to provide their side of the story and any relevant information that may assist in the investigation.

Offer information on available support services, counselling, or resources that the individual can access if needed. Ensure they are aware of avenues for seeking assistance beyond the organisation's internal processes. Share links to mental health resources, practical support, and supported reporting where appropriate. You could say, for example, *"If you feel the need to speak with a counsellor or seek additional support, we can provide you with information on available resources. Your wellbeing is important to us."*

Pre-Interview

- The investigator should be able to empathise with the complainer, reassure them they are believed, and their complaint will be taken seriously.
- Thank them for coming forward and that you understand if this is difficult for them.
- Sympathise with any distress they may be showing. It is ok to say that you are sorry about how this is making them feel or that they are in this position.

- Be certain that the complainant has considered formal report to police and if an offer of support to do so would affect that decision.
- Ask if they have reached out to any organisation for support.
- It is ok if they want to have someone present during the interview process or at any other meeting.
- Confirm they are aware what will be involved in the investigation process via the SGB. What they can expect to happen, how they will be updated and how often.
- Ensure the complainant is aware that if they provide information indicating that the person subject of the complaint currently poses a risk of harm you may be duty bound to report the matter to police.
- Is the complainant safe from threat of further harm?
- Has the matter been subject to police investigation and if so, did they supply a statement during that process?

Interview

- The complainant should feel in control and able to go at their pace. The interviewer should be alive to any cues from them indicating that they may need a break or a moment to gather their thoughts during their recall of the incident.
- Ensure you react neutrally to anything said by the complainant and do not show or voice your own discomfort in the situation.
- They should be aware that you will respect any request by them to stop or change the circumstances of the interview i.e., change of decision to have person there to support them.
- Avoiding unintentional blame inferring language. Use language that is neutral, non-judgmental, and avoids making assumptions about the individual's actions or choices. Instead of saying, "*Why did you not report this sooner?*" you can say, "*We appreciate you coming forward now, and we are committed to addressing your concerns.*"
- Avoid accusatory statements and lines of questioning such as asking, "*Did you do anything to provoke it?*" This question implies that someone's actions may have caused the concerning conduct, contributing to victim-blaming.

Should you need to ask a question that could be perceived as judgemental, explain why you are asking these questions, they are often for legitimate reasons but can be misconstrued without clear explanation.

Example

Q *What were you wearing?*

If you are asking this for the purpose of being able to identify the complainant in descriptions provided by other witnesses or from CCTV etc then explain this.

Concluding the interview

Having completed the note of the interview and agreement has reached as to its content, offer the complainant the opportunity to discuss the interview process with you and how the experience was for them.

- Confirm if they need anything/anyone.
- Ask if they have already sought out assistance or do they need some help doing so.
- Signpost to support services
- Confirm how the complainant would want to receive further contact from you and stick to this.

It is important that the complainant be updated throughout the course of the investigation.

Particularly when you are carryout out significant action i.e., interview of the person subject of the complaint or submission of your report. The SGB should identify someone to be a support to the complainant throughout the process ensuring their wellbeing and the need for any referral.

Analysis of Evidence

At the conclusion of the investigation, an analysis and opinion of evidence should be presented. This section outlines how the investigator has interpreted each piece of evidence and its value in the investigation. The information should clearly demonstrate how the investigator has come to their findings and should be reflected in the finding and concluding comments section.

This process is made easier by continually referring to the Terms of Reference (TOR) throughout the investigation and assessing whether each interview note or piece of evidence, as they are gathered, either strengthens the case in respect of the concern raised, is neutral or weakens it. This process also guides investigators as to where they may be lacking information and the potential need for further investigation prior to presentation of findings.

Each TOR should be shown as a heading with the evidence either in support or in conflict with the concern raised from the most compelling evidence to the least. Each investigator will have their own method and style of presentation.

An Evidence Analysis Worksheet, as shown below, can be used to gather and assess the strength of the evidence in relation to each point and assist in the development of the final draft of Analysis and Presentation of evidence. A completed example worksheet can be found in [Appendix 8](#).

Source	Name	TOR Point 1	TOR Point 2	TOR Point 3
Statement -				
CCTV				
Document				

Investigation Report - Template

Note: How to use this template

This template provides a generic approach to show how to complete an investigation report. The following structure contains guidance on the points to include in each section.

You may want to add your own criteria specific to your organisation. Some parts of the template may not apply, such as the part regarding expert witnesses. It is important for the investigator to include their reasons in the report rather than just simply setting out what decisions were taken.

You should also refer to the terms of reference for the investigation, which you should attach to the end of this report.

An investigation into *[insert title of investigation]*

Introduction

Introduce readers to the report setting out the identities of the parties and what the report is about. Points to include in this part of the report:

- *a brief summary of the complaint being investigated*
- *the individuals involved in the investigation*
- *dates relating to the complaint being made*
- *confirmation of the terms of reference and that these have been agreed.*

Background

Set out a brief summary of the background leading up to the need of an investigation. Points to include in this part of the report:

- *brief background information regarding the person conducting the investigation - job title, qualifications/experience, length of service etc*
- *brief summary of the job role of the person subject of the complaint - job title, length of service etc*
- *details about the complaint - what they are, how they were made etc.*

The investigation

Points to include in this part of the report:

- *confirmation of the dates on which the investigation took place*
- *details of any delays to any part of the investigation, reasons why and steps taken to resolve*
- *confirmation that records have been made of the investigations*
- *details of the evidence relevant to the points to be investigated*
- *the fact that relevant documentary evidence was reviewed.*

Methods

This section sets out how the investigation was conducted. Points to include in this part of the report:

- *if colleagues were involved in the investigation, details of what they did*
- *confirmation of the letters sent inviting people to investigation meetings/interviews, dates, times etc*
- *venues for the investigation interviews and how long each one took*
- *if any expert witnesses were involved, details of how they were chosen, invited and when.*

Witnesses

This aspect of the report will cover witnesses but may also sometimes include external expert witnesses. Points to include in this part of the report:

- *identity of the witnesses required and their relevance to the complaint*
- *details about when the witnesses were interviewed, where and with whom present*
- *reasons for those witnesses being interviewed*
- *any witnesses who could not be interviewed and reasons why - left the organisation etc*
- *any witnesses who did not attend, did not answer some or all questions etc, written statements provided and if or how this affected the investigation.*

Anonymity

As far as possible the anonymity of complainants and witnesses should be protected in submitted reports. The witnesses could be identified using a lettering and numbering system and their relationship to each other, if any, can be included in the introduction section.

*Example: **CW1 (Child Witness 1) is the main complainant in this report.**
 W2 (Witness 2) Is the parent of CW1*

This should be extended to any statement or interview note that should be redacted prior to submission for a disciplinary process or before being given to the person subject of the complaint during the investigative process. Any reference as to the identity of the participants held by the investigator should be stored securely during the investigation phase and destroyed at the conclusion of the process. The identity of those involved in the investigation should be held by the SGB should there be a legitimate need to disclose at that point or at any future date.

Findings

When using terms of reference, it is advisable to set out the findings in order of the terms of reference - TOR1, TOR2 etc. Other points to include in this section are:

- *for each witness interview, a summary of the key points raised during each interview*
- *highlight any conflicts between witnesses, setting out both sides of the conflicting evidence*
- *the consideration to be given to some evidence - whether some parts of what the witnesses were saying was strong or weak.*

Conclusion

This is usually a short section where the investigator brings together all the findings and reaches a conclusion or recommendation regarding possible disciplinary action. Information and findings are not repeated in this section, it is purely for the conclusion:

- *set out a specific conclusion for each of the terms of reference*
- *reach a final view or recommendation for any further steps.*

Attach to the investigation report a copy of the terms of reference, the supporting documentation for the investigation and the notes of each witness interview.

Presenting Findings at a Hearing

Introduction

The Investigator is usually present at the Disciplinary Hearing to provide information about the investigation that they have undertaken.

Purpose and Role

The purpose of their attendance is to provide a summary of the outputs from their investigation, their recommendations and outcomes, and any further information that they feel is relevant to be shared to help set the context of the following parts of the conversation which will take place at the hearing.

This will usually take the following form:

- Background and high-level summary of Terms of Reference
- Methodology including who was interviewed and documents examined/referred to
- Findings
- Recommendations/Outcomes

The Investigator will also be able to answer any points that the hearing manager or the person subject of the complaint (or their representative) wish to be clarified.

This does not mean that they are being subject to cross examination. They are there to answer points of fact and points of clarification around the processes and procedures followed including the reasoning behind any conclusions reached.

Presence at Hearing

The Investigator does not need to be present beyond the point in the hearing at which they have provided any points of clarification. They may however be required to be available for the rest of the scheduled hearing to be recalled in providing any further information.

APPENDICES

Appendix 1 – Reporting Crime Responsibility

Child Concerns

Every adult in sport has a responsibility to keep children and young people safe. Anyone could receive information about or become aware of information about a child wellbeing or protection concern. This could either:

- be directly from the child or young person themselves.
- a third-party disclosure, or
- because of known circumstances giving cause for concern.

It is important to know what to do and who to contact. More information can be found within the [National Guidance for Child Protection in Scotland 2021](#).

Receiving a concern

Should a child or young person make a direct disclosure of abuse or harm or there is information to support they have been or are at risk of abuse or harm, the matter should be brought to the attention of the Child Wellbeing and Protection Officer (CWPO) who will contact the police that day to report the matter. If the CWPO or second named person is not available, then the person in receipt of the information should contact the police if the nature of the concerns needs an immediate response.

Reporting

Police can be contacted on 101 or 999 in emergency situations. Advice should be sought from police in respect of disclosure to parents or carers if the disclosure is about them or if further disclosure is likely to place the child or young person in danger. A plan should also be agreed with police when considering precautionary suspension/temporary redeployment or paid suspension. Police will want to know what threat the person subject of the complaint may pose at that time.

Police should be made aware in all circumstances if the concern is criminal, or a crime is suspected. Advice should be sought as to what action should be taken by the SGB at that time.

Social Work Services (SWS) should also be made aware of the disclosure, referral can also be made to SWS when there is a concern in respect of a child or young person's wellbeing that might not amount to a criminal act. Details for all local authority contacts for making child wellbeing and protection referrals can be found [here](#).

Adults at Risk Concerns

Whilst all adults have the right to participate in sport free from harm or threat of harm, the [Adult Support and Protection \(Scotland\) 2007](#) defines "Adults at Risk" and outlines everyone's responsibility to ensure that they are safe, included and respected. The act describes the responsibilities of authorities to receive and respond to concerns raised.

Response to Concern

Should there be a concern for an adult at risk the WPO should be alerted. If a crime is known or suspected to have happened police should be informed, and referral made to SWS.

If it is unclear or the concern is thought not to be criminal referral should still be raised with SWS. The person being referred should be informed and included in the process unless informing them would potentially place them in a vulnerable situation.

Each local authority website will outline its own method of referral. In urgent cases police should be contacted on 999 or in any other case 101. Other support can be found through the [Mental Health Commission for Scotland](#).

Please refer to [Adult Wellbeing and Protection in Sport Policy and Procedures](#) document for further information and guidance in respect of adult concerns.

Appendix 2 - Letter Precautionary Suspension/Temporary Redeployment

Date

Dear

I am writing to inform you that a wellbeing and protection complaint has been raised about your conduct. The areas of the Code of Conduct that the complaint relate to are:

-
-

After consideration and risk assessment, it has been decided to place a precautionary suspension/temporary redeployment* during the time that an investigation will be carried out into the complaint made. This decision is without prejudice and is not a form of disciplinary action. The reasons for this decision are.....

*The arrangements for temporary redeployment are.....

An investigator has been appointed and will soon be in touch to arrange an interview, giving you the opportunity to better understand the allegations that have been raised and share your experiences in relation to the complaint.

The initial timeframe for the Investigation to be completed is expected to be:

Should you want to discuss this letter and any of the details, please contact me on.....

There is also a range of support that we can make available at this time which can be shared over a phone call or email.

If there are any delays or changes to all of the above, we will keep in regular communication so that you are aware and informed.

Yours sincerely

Signed

Note: * The wording should be amended as appropriate

Appendix 3 – Risk Assessment: Initial Assessment, Precautionary Suspension & Investigation

Risk Assessment

Stage	Risk	Control	Action
Wellbeing or protection complaint shared with WPO.	Timely action is not taken when a complaint identifies harm or risk of harm from the complaint recording form where a child or vulnerable adult could need protection.	<ul style="list-style-type: none"> - WPO understands what details or information in relation to child abuse must be immediately shared with police or social work. - WPO understands what details or information in relation to abuse of a vulnerable adult must be immediately shared with police or social work. 	
	Wellbeing complaint for a child or adult is not taken seriously, with the risk of ongoing impact for people if complaint is not addressed or responded to.	- WPO recognises the range of possible wellbeing complaint and uses relevant code of conduct to identify if any alleged behaviour or conduct is not complying with or meeting expectations.	
	Confidentiality for person/people raising complaint is not maintained.	- WPO only shares information with appropriate person and/or case management group during and at the end of the initial assessment process.	
	Confidentiality for individual that the	- WPO only shares information with appropriate	

	complaint has been raised against is not maintained.	person and/or case management group during and at the end of the initial assessment process.	
Basic facts from complaint identified through the initial assessment identifies there is no need to investigate.	When informing the person/people who have raised the complaint that no further action will be taken, they disagree or challenge the decision-making.	<ul style="list-style-type: none"> - WPO has documented and detailed the reasons why no further action will be taken and is able to give clear explanation as to why the complaint does not meet the need of an investigation, offering the opportunity for a discussion to share this understanding. - SGB can provide another point of contact for the person/people raising the complaint to speak to in being able to demonstrate accountability and responsible decision-making. - WPO considers any further steps needed to support the person/people to re-establish positive connections within their sporting environment. 	
	When informing the individual that the complaint has been raised against that no further action will be	- WPO offers support and/or opportunity for a discussion to ensure the individual understands what information was shared with	

	<p>taken, they are negatively impacted to learn that a complaint had been raised against them. Person may not need to be informed of complaint if not investigated.</p>	<p>the complaint and why the initial assessment has reached the decision of no further action.</p> <ul style="list-style-type: none"> - WPO considers any further steps needed to support the individual to re-establish positive connections within their sporting environment. 	
<p>Basic facts from complaint identified through the initial assessment requires the need for an investigation.</p>	<p>Decision-making of applying or not applying a precautionary suspension/temporary redeployment to the individual that the complaint has been raised against is not clear.</p>	<ul style="list-style-type: none"> - WPO considers the nature of allegations within the complaint against a relevant code of conduct/best practice - WPO considers the risks to the individual raising the complaint and the person the complaint is against in relation to them remaining in the workplace/volunteer environment. - WPO considers the risk of evidence being removed or altered by the person remaining in the workplace/volunteer environment. - WPO considers any further relevant information previously known or understood about the individual. 	

		- WPO documents the decision-making and reasons for applying or not applying precautionary suspension.	
	When informing the complainant that an investigation is going ahead, however precautionary suspension/temporary redeployment will not be applied to the individual, they disagree or challenge the decision-making.	- WPO uses the documented decision-making to explain why a precautionary suspension/temporary redeployment has not been applied in this case. - Depending on nature of role of the individual and their responsibilities, WPO can move the individual to another role until the investigation is complete. The documented decision-making would provide the scope as to why this would still be deemed safe.	
	When informing the individual that the complaint has been raised against them, that an investigation is being carried out, they are negatively impacted to learn that a complaint had been raised against them.	- WPO offers support and/or opportunity for a discussion to ensure the individual understands what information was shared with the complaint and why the initial assessment has reached the decision to investigate. - WPO determines if further support is required, gaining	

		assistance from SGB for any external signposting for support.	
Communication at the beginning of and during the investigation.	Each of the parties involved in the process do(es) not know what to expect with the investigation or the anticipated timescales.	- WPO identifies methods and ongoing timeframes of when each party will be contacted and what information will be appropriately shared.	
	The anticipated timescales of the investigation are delayed.	- WPO documents the reasons for the delay and shares these in a timely way with each of the parties involved.	
	Where the original status of the case did not require information to be shared with the police or social work, further details gathered in the investigation now demonstrate the need to do so.	<p>- WPO contacts the police and/or social work providing the information gathered from the point of the complaint being shared and up until the decision has now been reached to contact them.</p> <p>- WPO informs the individual that the complaint has been raised against that this action has been taken.</p> <p>- In response to any advice given by the police and/or social work to pause or stop the investigation to allow criminal proceedings to take place, WPO informs both parties.</p>	

Appendix 4a – Interview Planning

COMPLAINANT	
Name	
Age	
Preferred method of contact	
Contact Number	Adult
Email address	Adult
Association to [SGB]	Employee/Volunteer/Participant
Designation	
Made aware of the investigation	
Supporting person & relation to the complainer	
Contact Number	
Email address	

Complainant Plan
<p>Capture full and detailed report from the complainant by means of Identify where evidence may be found, and any additional witnesses identified. The plan will consider any specific needs the complainant may have and considerations that may need to be made in respect of support during and after the reporting process. Any known vulnerability or vulnerability identified should be considered and appropriate measures adopted to ensure the complainant is supported, protected and best able to provide a full account of what has happened. Best effort will be made to assess the evidence that may be needed to be captured from the complainant to reduce the need for further interview.</p> <p><i>Example</i></p> <p><i>Considerations</i></p> <p><i>The complainant is a 10-year-old female. As such I will meet with the child and their parent or carer to ensure I have both of their informed agreement to take part in the interview. This will also allow for the identification of any additional needs or vulnerabilities that need to be</i></p>

supported. I will identify if there is a need to speak with any other person to better prepare for approach to and assist clear communication allowing for the complainant's voice to be heard. The complainant will be central to this process. I will consider their wellbeing and when at all possible, respond to their wishes in respect of how the interview or evidence gathering from them will take place.

Actions	Note
Meet with child and carer	
Obtain consent from Parent/Carer	
Obtain consent form child	
Offer Children 1 st pre-interview questionnaire	
Identify any additional consideration	
Location of interview	
Is the child at risk of harm	
Referral needed	
Interview date	
Interview completed	

WITNESS

Name	
Age	
Preferred method of contact	
Contact Number	
Email	
Association to [SGB]	Employee/Volunteer/Participant
Designation	
Made aware of the Investigation	
Additional considerations	

Witness Plan

Identify persons who are believed to have information that is pertinent to the investigation as detailed in the TOR. Persons who have either witnessed part of or the full incident or those who may be in possession of or have control of relevant documents, data or material. Evidence will be reviewed and where further potentially relevant witnesses are identified they will be considered within the witness plan in line with the TOR, whether it is believed their evidence will support or refute the allegation under investigation.

Consideration

Persons cannot be compelled to participate in an investigation as a witness however their reluctance should be discussed with them and find out if there is anything that may alleviate their concerns around participation, i.e. how their personal information will be handled. Every effort should be made to ensure any support necessary is in place. A conversation should take place with the witness, their parent or carer where appropriate, to make sure appropriate planning takes place.

PERSON SUBJECT OF THE COMPLAINT	
Name	
Age	
Preferred method of contact	
Contact Number	
Email	
Association to the to [SGB]	Employee/Volunteer/Participant
Designation	
Aware of concern or complaint	
Made aware	
Status	Currently In post/precautionary suspended/temporary redeployment
Welfare offered	Yes/No
Name of welfare person	

Date of Interview	
Accompanying person	

Person Subject of the Complaint Plan

Identify witnesses and other evidential opportunities that will, when needed lead to the identification of the person subject of complaint. Once identified consider what measure, if any, may have to be communicated to the SGB or other agency to prevent risk of harm or further harm. Ensure impartiality throughout the investigation and communicate, to the SGB any support needed as a result of the report made or in order for the person subject of the complaint to participate fully and fairly in the investigation. The person subject of the complaint's rights as afforded by their standing within the organisation will be respected and the investigation will be conducted within the confines of protections afforded to the person subject of the complaint in law.

Considerations

Be clear prior to instigating contact with the person subject of the complaint what their status is within the SGB or club. Confirm if they are an employee, volunteer or possibly both. Confirm what their designation was at the time of the circumstances given rise to the investigation. Their status should be confirmed within the TOR. Review the code of conduct and which infractions are alleged to have been breached again this should be clarified with the representative of the SGB and reflected in the TOR. New information should be referred back should there be need to review the agreed TOR.

EVIDENCE	
Format	Document/Data/Images
Type	Example. Text message/Note/CCTV/Policy
Description	Example Messages from (A) to (B) sent on Date (--/--/----)
Original source	Example Witness Mobile telephone
Original/Copy/Download	

Reviewing needs	Example software make or device
Source	Example Whatsapp
Taken from	Witness
Taken By – On (date)	

Evidence Plan

Identify sources of evidence that are relevant to the matter under investigation. The evidence should be as near to original source as possible. This will be proportionate and mindful of the level of access needed in respect of original source material. Evidence other than witness evidence will have reference made as to where the evidence has been sourced from and which witness will be able to confirm this. Each evidence source will be identified and referenced to allow for collation and presentation in any subsequent report and hearing.

Considerations

Evidence can come in a number of formats including witness, physical, electronic data, documents, CCTV. It should be clear as to what the evidential item came from, what type of material it is, who was last in possession or control of it, who took it from that witness and when. Any special handling considerations should also be noted i.e. software or device need to play CCTV. The seizure of original items should also be proportionate.

Consider maintaining a schedule of evidence naming and numbering each item and collating on one document. This will assist in interview preparation and future reference in reports or hearings.

Should the complaint be serious and criminal consideration should be given to immediate protection from interference.

Example

A report has been received or overbearing text messages an SGB official to a participant and the matter is to be investigated within the SGB. Evidence of communication between two persons can be got through copy messages from the complainant's telephone or other device. The original should be seen by the investigator if possible. Any copies of messages should be labelled appropriately as above and again endorsed as a true copy by the witness in their

interview. Should one of the devices have been issued by the SGB then a representative should be approached confirm telephone number and who device was allocated to.

(Repeat as needed for additional people/evidence)

Appendix 4b – Interview Notes Template

Person Being Interviewed	
Name	
Association to the to [SGB]	Employee/Volunteer/Participant
Designation	
Reason for being interviewed	Complainant/Witness/Subject
Accompanying person	

Investigator and Note Taker	
Name	
Designation	
Note Taker Name	
Designation	

Interview Details	
Date	
Time (Start)	
Time (End)	
Location	

Interview	
Q1)	
A1)	
Q2)	
A2)	
Q3)	
A3)	
Etc..	

Evidence/Document etc. Shown	
Response	
Adjournment	From TIME to TIME

Sign off	
I agree that this is an accurate reflection of the discussion which took place:	
Name	
Signature	
Person accompanying (If required)	
Signature	

Appendix 5 – Letters for inviting to interview (various people)

Dear XXXX

Invite to Investigatory Interview

I have been appointed as an Investigator to look into the following allegations/concerns/complaints:

- TOR 1
- TOR 2
- TOR 3 etc...

The purpose of this meeting is to allow me to gather the facts into the above so that I can produce a report into the events to present to NAME who will decide on the next steps.

I would therefore invite you to attend an investigatory meeting at:

- LOCATION
- DATE (Ensure timescale meets SGB timeline)
- TIME

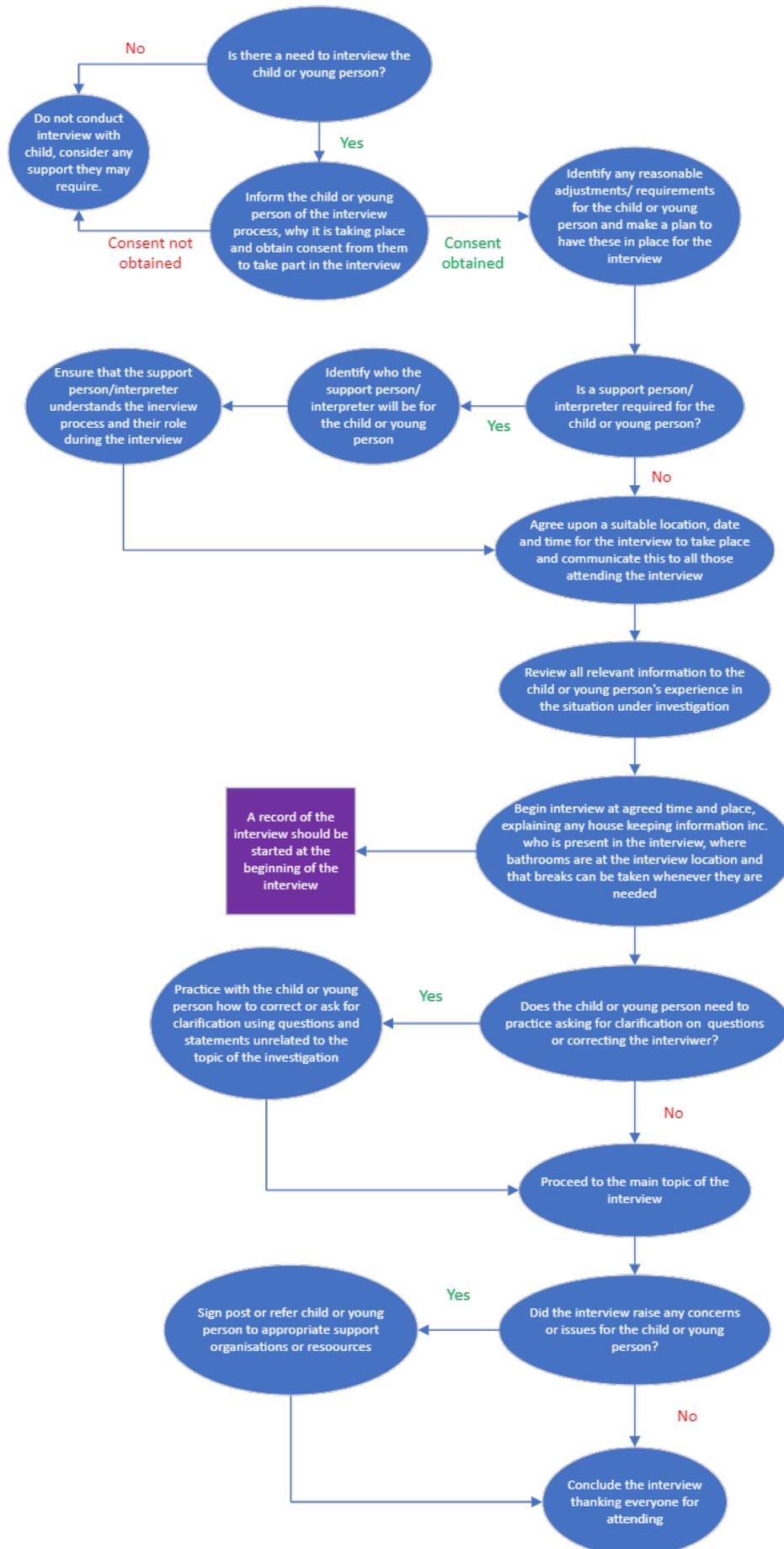
(If SGB allows) You can be accompanied at this meeting by either a colleague or a recognised Trade Union Representative. (If under 18, or vulnerable adult – You can be accompanied by a parent, carer or guardian)

Should you wish any further information, please let me know.

Yours sincerely

Signed

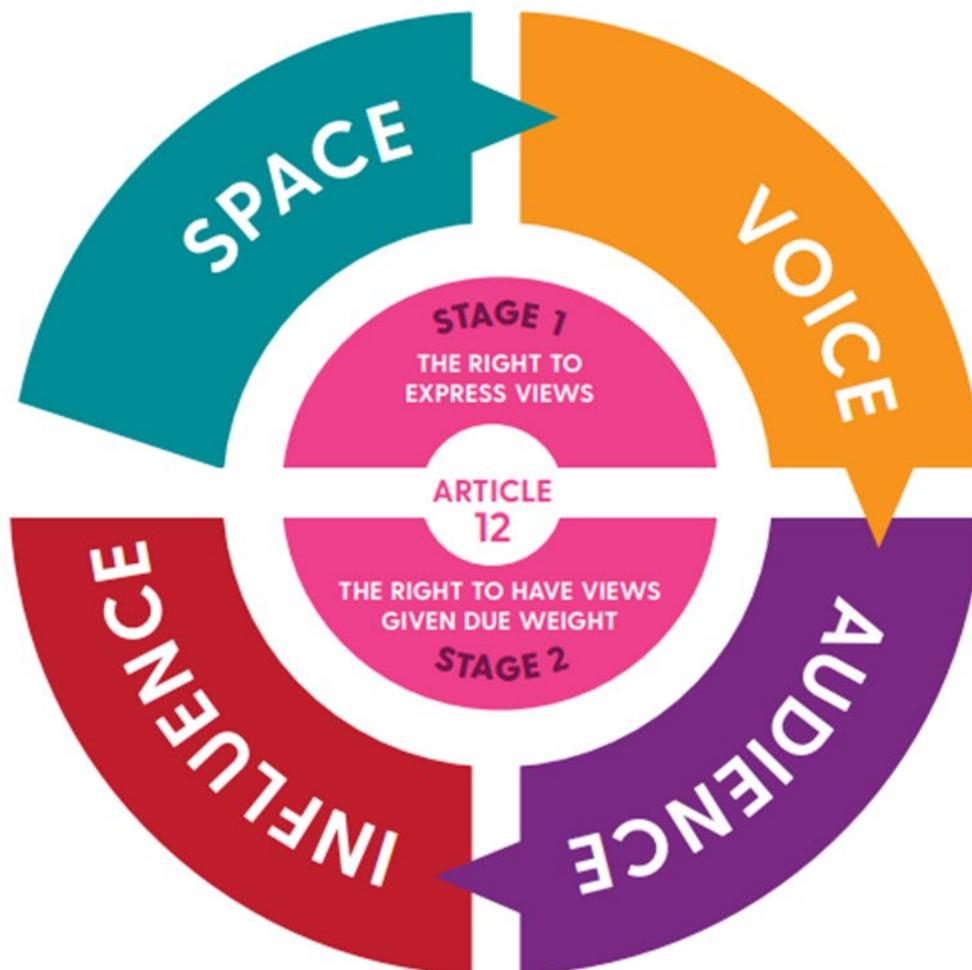
Appendix 6 – Interview Process Flowchart



Appendix 7 – Lundy Model of Participation

Lundy Model

This model provides a pathway to help conceptualise Article 12 of the UNCRC. It focuses on four distinct, albeit interrelated, elements. The four elements have a rational chronological order.



Appendix 8 – Example Evidence Analysis Worksheet

TOR 1 – On the 1st October 2023 the Person Subject of the Complaint shouted excessively at Child 1 during football training held Glasgow Sports Centre

TOR 2 – On the 1st October 2023 the Person Subject of the Complaint shouted & swore at all children

TOR 3 – On the 1st October 2023 the Person Subject of the Complaint through a ball in anger which narrowly missed striking child 1

Source	Name	TOR 1	TOR 2	TOR 3
Statement – Child 1	Child 1 – Is main complainant and had attended the gym hall on the day in question. He remembers 2 adults present and approx 12 children	Describes the Person Subject of Complaint as being in a bad mood that day & had shouted at him to hurry up and called him stupid during a drill.	Recalls that at one point the players were “carrying on” when the Person Subject of the Complaint shouted at them to just “GTF”	Child 1 kicked the ball during practice causing to strike the Person Subject of the Complaint on the leg. He responded by angrily kicking the ball narrowly missing Child1’s head.
Statement - AA	AA – Is the mother of Child one, she dropped of her son before and picked him up after training	Describes dropping her son off and noting that he was in good spirits and looking forward to training. Noting that when taking C1 into	Picked C1 up after training and noted once he had returned to their car he became tearful and disclosed that Person Subject of the	C1 went onto explain that he had accidentally hit the Person Subject of the Complaint on leg with the ball which he had kicked away just

		the games hall the Person Subject of the Complaint was in a conversation with another parent from their mannerisms this appeared to be a heated exchange but could not hear what was said.	Complaint had been angry with them and had told them to all to “Just GTF”	missing C1 head. The Person Subject of the Complaint had said sorry and that it was an accident.
Statement - BB	BB – Is the parent of C4 and had dropped his son off at training on the day in question.	Had attended at the games hall with his son as he wanted to speak with the Person Subject of the Complaint. The Person Subject of the Complaint approached him defensively	BB had wanted to speak with the Person Subject of the Complaint as C4 had returned from a game the previous weekend and told him that the Person Subject of the Complaint had told him to “just F off home if he wasn’t going to try”	BB had left C4 at training on the day in question. C4 told him he had seen the Person Subject of the Complaint kick the ball hard but not at anyone but had just missed C1.
Statement - CC	CC – Is a coach at the team and was the second adult present on the day	Was aware that the Person Subject of the Complaint was	Training was running behind schedule due to the conversation	CC saw the Person Subject of the complaint being struck on

	in question. He has been at the club for the last 2 months.	agitated as he knew one of the boy's dads wanted to talk to him about the game at the weekend. He saw them in a heated conversation before the dad left. Person Subject of the Complaint said to him "what the F do they expect" "f Stupid .."	between Person Subject of the Complaint and the boys Dad. The noise level was high as the boys had started doing their own thing. He heard the Person Subject of the Complaint shouting at the boys but didn't hear him swear at that point.	the shin by a fly away ball. He reacted instinctively and kicked the ball away. It was clear he was still in mood but he doesn't believe that the Person Subject of the Complaint intended to strike anyone.
Statement - DD	DD – Is the president of the football club and has known the Person Subject of the Complaint to be the coach of the boys under 12s for the last year.	Was not personally present on the day in question but had been made aware of the incident by C1's mother.	DD is aware form records that the Person Subject of the Complaint had previously been given an informal warning for his temper and use of language.	Was not present and did not personally witness this however was informed by the parents of C1 and C4
CCTV	There is a CCTV system within the games hall. It records visually	No inference can be drawn from the CCTV images from the day in question.	The CCTV evidence neither supports or refutes this.	Person Subject of the Complaint is captured being struck on the leg by a ball.

	but has no audio track	The Person Subject of the Complaint is shown to present within the games hall throughout the session. The Person Subject of the Complaint is shown in conversation with BB.		He immediately kicks the ball away without looking before hurriedly making his way over to C1.
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