

2. Policy Statements

2.1. Safety Policy for Instructors

As a youth-oriented training centre, OSC is committed to safeguarding and protecting children in particular. We also strive, so far as is reasonably practicable, to ensure the safety, health, and welfare of all instructors, volunteers, course participants, and members of the public who may be affected by the Club's activities. We achieve this by following best practices and managing risks to keep them as low as reasonably practicable.

In this regard, it is the duty of RTC Principal and Senior Instructors to encourage and assist the development of a safety culture and to endeavour to ensure that established rules and safe working practices are always followed. The RYA Training Centre Principal shall delegate responsibilities and ensure that Senior Instructors and Instructors receive the necessary information and training to enable them to discharge their safety related responsibilities. A record shall be kept by the Principal of all information and training provided.

The RTC Principal, Chief and Senior Instructors shall be responsible for the proactive identification of hazards at the RTC. The reviewed assessments of hazards identified during regular safety inspections shall be notified to the Training Committee. They are also responsible for the introduction of remedial measures to reduce or eliminate unsafe acts or conditions. Their responsibilities include general supervision and ensuring that their instructors are familiar with safe methods of work.

It is the duty of RTC Principal, Chief, Senior and Dinghy Instructors to ensure as far as is practicable that:

- Training course participants are familiar with emergency routines.
- Those authorised to use powered craft are appropriately trained and should have appropriate certification.
- Hazards (such as damaged boat fittings, fuel spillages or pontoon trip hazards) in the areas occupied by staff or trainees are eliminated as quickly as possible after they occur.
- All incidents, accidents and near misses are reported in writing using standard form through the RTC administrator ensuring that any necessary follow up action is taken without delay.

2.2. Safeguarding

All on the water activity should be safe and fun for everyone. We all have a responsibility to role model positive behaviour and feel able to call out poor or inappropriate behaviour and empower others to do the same.

OSC is committed to safeguarding all children, young people and vulnerable adults taking part in its activities from abuse and harm and ensuring their wellbeing. OSC recognises that the safety, welfare and needs of children, young people and vulnerable adults are paramount and that any person, irrespective of their age, disability, race, religion or belief, marital status, sex, gender identity, sexual orientation or social status, has a right to protection from discrimination, victimisation and abuse. OSC is committed to providing a culture which is safe, welcoming and inclusive for everyone who wishes to take part in our activities. It is for this reason a safeguarding policy has been developed.

OSC Safeguarding Policy

Orford Sailing Club (OSC) is committed to the safeguarding of children and vulnerable adults.

We will ensure their safety and welfare and protect them from discrimination and abuse irrespective of age, disability, gender, race, religion or social status.

OSC takes all reasonable steps to ensure that through safe recruitment, training, and appropriate operating procedures, it provides a safe and fun environment to all members taking part in Club events and activities.

All members, staff, and volunteers should be aware of this policy and follow the guidelines within it. Those working or volunteering with children in particular must perform their duties in accordance with the RYA's *Safeguarding and Child Protection Policy and Guidelines* (this is available on their website). Instructors must also comply with the RYA's *Code of Ethics and Conduct* (also on the website).

For the purposes of this policy anyone under the age of 18 should be considered as a child.

Respect

All members, staff, volunteers, and parents/carers should show respect and understanding for each other and treat everyone equally, conducting themselves in a manner that reflects the friendly nature and community ethos of Orford Sailing Club. The Club's objective is for all participants to enjoy their sailing and their time at the Club generally.

Recruitment

All applications to work or volunteer at the Club will be subject to scrutiny by the RYA TC Principal. Character references will be obtained and checked, and Enhanced Criminal Records Disclosure checks will be undertaken for persons instructing or helping children directly.

Enrolment

The RYA Principal or Senior Instructor will obtain medical consent from the parent(s)/carer(s) for children participating in training and other events, in case the child requires medication, treatment or hospitalisation in their absence.

Children are expected to:

- respect other children, members, staff, and volunteers
- listen to and accept instructions from course/event leaders
- never bully others in any way (including in person, by phone, by text, or online)

Adults (including Parents/Carers) are expected to: avoid entering changing rooms on one's own when children are changing there

Members, Staff, and Volunteers are expected to:

- consider the welfare and safety of children and vulnerable adults at all times
- ensure that all activities are appropriate to the age, ability and experience of children
- work in an open environment
- communicate clearly with participants in club training and events
- be aware of each child's relevant medical information
- avoid unnecessary physical contact with young or vulnerable people
- be excellent role models with consistently high standards of behaviour and appearance

Raising Concerns

Anyone concerned about a child's or adult's welfare, either at the Club or elsewhere, should inform the Safeguarding Officer immediately; communication will be held in strictest confidence.

The **OSC Welfare Officer** can be found posted in the clubhouse and on the Calendar. Email welfare@orfordsail.org.uk

Procedure

All matters will be dealt with confidentially. A panel of a Safeguarding Officer and Flag Officer will hear the complaint in detail and will put those complaints to the person complained of. They will then find the facts and take any action that they deem appropriate including the possible withdrawal of club membership.

Code of Conduct for Training

We have established a Code of Conduct for Instructors, which details the standards of behaviour that we expect from everyone participating in our activities and competitions.

As a member/participant/volunteer/staff member of the RTC we expect all to:

- Respect the rights, dignity and worth of every person and treat everyone with appropriate consideration
- Do not discriminate against anyone based on any protected characteristics
- Always act with integrity
- Do not behave in any way which causes offense or harm to others
- Report poor behaviour or conduct to the Principle, Chief Instructor, a senior instructor and or official of OSC
- To not use inappropriate language and always be mindful of banter and how words can also cause harm to others

2.3. Photography Policy

Junior Sailing activities take place in a public space (on the river) where we cannot control photography by members of the public or parents. With regard to photography carried out by the club, consent is obtained from parents for the taking of photographs and their use in club publicity (website, social media, and promotional material) but is normally confined to group or distant shots. In the event of a close-up clearly identifying an individual, individual consent from the subject will be sought.

2.4. Parental Responsibility

Parents or guardians are expected to accompany their child/children to and from training sessions, unless otherwise agreed. Such responsibility can be delegated to a friend or associate by the parent or guardian.

2.5. Allocation of Training Places Policy

Training places are bookable through our online booking system either directly or via a member of the training team. Places are allocated on a first come first serve basis and are initially released to current members only.

2.6. Complaints Policy

ORFORD SAILING CLUB COMPLAINTS POLICY

The Orford Sailing Club (OSC) is committed to ensuring that all its members and those in its community are treated with fairness and respect. If a person feels this to not be the case then this policy describes how to raise a complaint seeking resolution of the matter.

Club Member Complaints

If a member of the OSC wishes to raise a complaint it should be delivered to the Vice Commodore who will direct the matter to a relevant club officer, or deal with the complaint directly. In the event that the member is dissatisfied with how their complaint is handled at this stage then an appeal may be made (see below).

If the complaint is regarding the Vice Commodore then it should be directed to the Commodore in the first instance.

Community Complaints

If the complaint is being raised by a member of the Orford community (and who is not a member of the OSC) then the complaint should be raised with the Commodore.

Details to be Supplied:

The complaint should include:

- full details of the nature of the complaint
- dates and times relevant to the complaint
- any documentary evidence related to the complaint.

Also:

- the complainant's full name and address
- the date of the complaint
- a signature (if the complaint is via postal mail).

Submitting a Complaint

All complaints should preferably be sent via email to the *Email Address* given below. If, however, postal mail is preferred then it should be sent to the *Postal Address* given below.

All correspondence should be sent to Orford Sailing Club as follows:

Email Address: vicecommodore@orfordsail.org

Postal Address: Please mark as '**Private and Confidential**' Vice Commodore, C/O Hon Secretary, Orford Sailing Club, 15 Wye Close, Bletchley, Milton Keynes, MK3 7PJ

Timetable

1. The complaint will be acknowledged within one week of its receipt.
2. The complaint will be investigated.
3. Within four weeks of receiving the complaint, the complainant will be invited to a meeting to discuss and hopefully resolve the matter.
4. Within one week of the meeting, a letter will be sent to the complainant confirming details of the meeting and any remedial action that was agreed.
5. If attending is not possible, then within six weeks of the complaint the complainant will be sent a detailed written response to the matter.
6. If the above steps do not satisfy the complainant, he/she should submit a letter of appeal, using the approach detailed above.
7. An Appeals Committee consisting of two members of the Committee will be formed to hear the appeal. (The Commodore will typically be one of these members)
8. The Appeals Committee will then write to the complainant within two weeks of the date of appeal and will present the club's final position on the matter.

If the timetable cannot be met the complainant will be informed and the reasons for the delay will be given.