

Annex A3. For parents and guardians

Bullying and related harm can happen at training, during travel, in changing areas and online. Your role is to listen, help your child find safe support and stay connected while the concern is addressed. You do not need to investigate the allegation yourself.

Three assumptions to check

“Parental controls show me everything that is happening.” They provide limited information and controls that vary by product, account and age. They do not give a complete view of your child's interactions or wellbeing. Check what the actual tool can show and keep talking with your child.

“The club's app must meet every safeguarding need.” An application chosen to organise sport may not provide all the controls a young person needs. Ask how the club chose it, how essential information is available to everyone, and who handles a concern. An application setting does not replace a club safeguarding procedure.

“There is one service that handles every kind of report.” Clubs, governing bodies, helplines, platforms and competent child protection or statutory services have different roles. Ask for the route appropriate to the concern, including an alternative outside the usual coaching line. Section 7 identifies starting points and their limits.

Look at the whole team environment

Harm can involve demeaning words, physical behaviour, humiliating rituals, unwanted contact, discriminatory treatment or deliberate exclusion. Team-group exclusion matters because it can affect belonging and access to information, but the project survey does not show digital exclusion to be the most frequently reported behaviour.

If your child becomes quiet about sport, ask calmly about training, changing rooms, travel and team communication. Listen rather than assuming what has happened. A change in mood or attendance has many possible explanations. Your child should not have to provide a screenshot or wait for another incident before asking for help. [HU, Sections 9 and 11.2; G8]

Questions worth asking

1. Do you feel included and able to take part at training and in team communication?
2. Has anything made you uncomfortable, embarrassed or worried about going back?
3. If you wanted help, who would you choose to speak to? Who else could help if that person was involved or unavailable?
4. What would help you feel safer now, and what would you like to happen next?

Give your child time and let them choose an appropriate private setting. Do not press for a full account in front of other children or parents. Make sure they can name a trusted contact and an alternative. [G1, G8]

If something happens

Listen and reassure. Stay calm, take the concern seriously and avoid blame. Thank your child for telling you. Do not promise secrecy or a particular outcome. Explain that you may need to share relevant information with people who can help keep them safe. [G1]



Check immediate safety. If there is immediate danger, seek the appropriate emergency help. Do not wait for a club meeting, platform response or completed form. Otherwise, discuss what is needed before the next training session, journey or team activity. [G2]

Keep relevant information safely. Note what happened, when and where, and what action has already been taken. Relevant ordinary messages or screenshots can help. Avoid unnecessary copying and do not circulate them in parent or team groups. Ask the designated safeguarding contact how to preserve and share necessary material securely. Do not download, copy or forward sexual images of a child; seek specialist safeguarding help. Your child should not be asked to gather more harmful material. [G6, G8]

Use a safe reporting route. Contact the club's designated safeguarding person or the verified independent alternative. Use the alternative if the usual contact is implicated, unable to act independently, unavailable or does not respond within the stated time. Act sooner if safety requires. You do not need to report on the platform first. [G2]

Avoid an immediate confrontation. Do not challenge another child publicly, arrange a forced apology or ask the children to resolve the concern between themselves. Leave fact-finding to the authorised process. Your child should not have to accept reconciliation or leave the club to receive support. [G5; HU, Sections 9.5 and 11.2]

Use platform reporting where relevant. It can proceed alongside safeguarding support. The club's immediate response should not wait for a platform decision. A platform report and an external safeguarding referral are different actions; the appropriate route depends on the concern. [G6]

What to ask the club

Ask who has received the concern and accepted responsibility. Agree a safe way to communicate and when you and your child will hear back. You can ask:

- What support is planned for the next session, travel and communication?
- How will concerns about retaliation be identified and reviewed?
- Does this need an external safeguarding or other competent referral?
- Who can review the handling or decision if we remain concerned?
- When will someone check whether the arrangements are working?

The club should provide an appropriate explanation of action affecting your child's safety while respecting other people's confidential information. An interim safety arrangement is not itself a finding that an allegation is proven. [G2, G5]

If the response is inadequate, use the club or federation review route and the appropriate external safeguarding service. Do not assume that a general information line can investigate a case; ask the service to explain its role and direct you onwards if needed.

Keep checking after the first response

Ask whether your child feels able to attend, receive information and take part without pressure or ridicule. New concerns about selection, training partners, travel or group membership should be passed to the responsible person. A sporting decision is not automatically retaliation, but patterns and reasons should be considered fairly.

Do not treat an apology, a period of silence or fewer reports as proof that everything has been resolved. Agree a follow-up date and tell the responsible person about unresolved or new concerns. [HU, Sections 10.4, 10.5 and 12.5]



Where to get help

Section 7 gives the dated country information and explains the services' different roles. The club should complete Annex A7.1 with verified local contacts, availability and referral arrangements before distributing these materials. The following are starting points identified in the country review, not a claim that each service investigates every concern:

Country	Starting points described in Section 7
Norway	Kors på halsen; slettmeg.no; the relevant sport reporting route
Türkiye	ALO 183; the competent safeguarding or statutory route appropriate to the concern
Croatia	Hrabri telefon; the Safer Internet Centre support route
Slovenia	TOM telefon; safe.si guidance and relevant local referral services
Portugal	Linha Internet Segura, operated by APAV
Malta	Supportline 179; BeSmartOnline! support information
Netherlands	De Kindertelefoon; Offlimits; Centrum Veilige Sport Nederland

Use the current contact details and remit in Section 7 and confirm them locally. In an emergency, use the locally verified emergency service rather than waiting for a helpline's opening hours.

Club safeguarding contact: _____

Deputy and availability: _____

Independent alternative / external route: _____

Local child protection and emergency route: _____

Details checked by and on: _____

This guidance applies the project field findings and practice sources [HU; G1, G2, G5, G6, G8]. The cited safeguarding guidance supplies practice principles; its UK legal arrangements and telephone numbers are not transferred to another country. The club must confirm the relevant local procedures.