

TENNIS SOUTH AFRICA
CHILD SAFEGUARDING AND PROTECTION POLICY

POLICY DOCUMENT

MAY 2022



TENNIS
SOUTH AFRICA

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REGULATIONS

ADDENDUMS

1. TITLE

This policy shall be called the “Tennis South Africa Child Safeguarding and Protection Policy and Code of Conduct.”

2. STATUS

This Policy is issued by resolution of the Board of Tennis South Africa NPC under the TSA MOI.

3. SCOPE AND PURPOSE

This Policy applies to the following:

(a) The Policy applies to all individuals, entities and organisations in the Republic of South Africa governed by Department of Sport, Arts and Culture South Africa, SASCOC and the TENNIS SOUTH AFRICA:

- Permanent, maximum term and casual staff
- Individual contractors and consultants
- Volunteers
- Board members
- Partners that have a formal/contractual relationship with sport members
- Interns
- Work experience students

(b) For others engaged by Sporting Bodies (known as ‘representatives’) having contact with children for a period of one day or longer such as:

- Journalists and media personnel
- Photographers
- Donors
- Supporters
- Guest presenters

- Entertainers
- Visitors including the spouse/partner or family member of personnel or associates

The Policy does not need to be signed by people engaged by sporting staff for less than one day, and/or who will have no contact with children. These people must be made aware of the Policy and the child protection standards and be always supervised by staff members.

The purpose of this policy is to regulate the Protection of Children against abuse, violence, neglect and exploitation is an obligation that is shared by many different role players, including a range of government departments, public society agencies, communities, and families. Considering the Human Rights and Business Principles and the Convention on the Rights of the Child as well as the African Charter on the Rights and Welfare of the child and the Children's Act, 38/2005 and Regulations, protecting children has also been recognised as the responsibility of the private sector – in this instance Sporting bodies and National Federations.

All the relevant stakeholders delivering coaching of sport should adhere to this Policy.

4. **VISION**

Our vision is a world in which every child attains the right to survival, protection, development and participation, especially within the SA Sporting environment.

MISSION

To organise an inclusive and integrated programme that emanates from appropriate coaching ethics and standards.

To ensure the adherence to the code of conduct for all coaches.

To ensure child safeguarding and protection within the sporting environment.

To establish and foster links between Coaches, Government Departments, SASCO, National Federations and other stakeholders.

To create access to mass participation, competitive and high performance coaching through the provision of talent identification opportunities.

OBJECTIVES

Our purpose is to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives within the SA Sporting Environment.

- To create a safe and secure environment for children's participation in sport.
- To monitor player, coach and parent or supporter behaviour which could harm the self or others through Code of Behaviour being understood by all and implemented.
- To provide access to quality player and coaching resources.
- To provide a supportive environment for coaches at all levels with reference to child abuse, anti-doping, HIV/AIDS.
- To Establish a system to identify, refer and monitor children in need of care and protection.
- To provide regular updates on safeguarding children, training methods and safety aspects.
- To encourage quality coaching at all levels through the adoption and promotion of coaching education and orientation courses.
- To encourage all coaches to obtain a coaching qualification.

5. DEFINITIONS:

Abuse: in relation to a child means any form of harm or ill-treatment deliberately inflicted on a child, and includes-

Assaulting a child or inflicting any other form of deliberate injury to a child.

Sexually abusing a child or allowing a child to be sexually abused.

Bullying by another child.

A labour practice that exploits a child; or

Exposing or subjecting a child to behaviour that may harm the child psychologically or emotionally.

Child: means a person under the age of 18 years.

(The Children’s Act, Act. No. 38 of 2005)

Visitor: is defined as a person visiting and work for TSA for less than one week.

They must always be supervised by a staff member or accredited volunteer.

(SASA Foundation, 2016)

Volunteer: any person engaged on a voluntary basis with TSA, whether to support a

specific

program, activity or event or provide administrative or research support, regardless of the

length

of their engagement.

(SASA Foundation, 2016)

6. ACRONYMS

DBE	DEPT. OF BASIC EDUCATION
DSAC	DEPT. OF SPORT, ARTS AND CULTURE
LTCDD	LONG TERM COACHES DEVELOPMENT
NCC	NATIONAL COACHES COMMISSION
NF	NATIONAL FEDERATION
PSC	PROVINCIAL SPORTS CONFEDERATION
SASCOC	SOUTH AFRICAN SPORT CONFEDERATION & OLYMPIC COMMITTEE

7. POLICY STATEMENTS

“The children of the world are innocent, vulnerable and dependent. They are also curious, active and full of hope. Their childhood should be one of joy and peace, of playing, learning and growing. Their future should be shaped in harmony and cooperation. Their lives should mature, as they broaden their perspective and gain new experiences.”

World Declaration on the Survival, Protection and Development of Children: World Summit for Children 30 September 2001

Take specific legislative, administrative, social and educational measures to protect the child from all forms of abuse or degrading treatment including physical abuse, emotional abuse, neglect, sexual abuse and exploitation, child labour and child trafficking.

Take appropriate measures to protect the child from all forms of abuse and prevent:

Physical abuse -

- this occurs whether or not actual injury is caused (hitting, shaking, striking, squeezing, burning or exerting excessive force on a child).
- tolerating or allowing a child access to substances is also regarded as a form of abuse.
- if a child is subject to injury because of fatigue or overuse because the nature and intensity of training is unsuitable for the child's immature and developing body, physical abuse also occurs.
- likewise, the use of performance enhancing drugs.

Sexual Abuse -

The inducement, coercion or encouragement of a child to engage in any sexual activity –

- includes exposure to any pornographic material, telling stories or jokes of an explicit nature through to any sexual act.
- this form of abuse can have lasting and extremely damaging effects and often necessitates counselling.

Neglect –

- 'neglect', in relation to a child, means a failure in the exercise of parental responsibilities to provide for the child's basic physical, intellectual, emotional or social needs.

Lack of suitable supervision, care or attention also represents Neglect.

Emotional Abuse –

- can involve a combination of one or all the other types of abuse.
- comes about mainly where/when a child is threatened, shouted at or criticised, teased or insulted, or where effort/progress is simply ignored.
- normally caused by a coach who has favourite players, behaves inconsistently or who breaks confidences.

All the above may well damage or undermine the self-confidence and self-esteem of a child.

Child Labour –

- 'child labour' means work by a child which-
 - (a) is exploitative, hazardous or otherwise inappropriate for a person of that age; and
 - (b) places at risk the child's well-being, education, physical or mental health, or spiritual, moral, emotional or social development.

The use of children in all forms of begging.

Child Trafficking –

The abduction, sale of, or trafficking of children for any purpose or in any form, by any person including parents and other care-givers or legal guardians of the child -

- (i) by any means, including the use of threat, force or other forms of coercion, abuse of
- power or the giving or receiving of payments or benefits to achieve the consent of a person
- having control of a child; or
- (ii) due to a position of vulnerability.

7.1 REGULATED ACTIVITY

Regulated activity is a broad term which applies to:

- Specified activities relating to children (e.g., teaching, training, instruction, care or supervision) which are carried out on a frequent (as a rule at least once a week), or intensive (more than three days in any 30 day period) basis, or overnight (between 2am and 6am where the activity gives the person the opportunity to have face-to-face contact with children).
- Work in a specified place which provides the opportunity for frequent contact with children (e.g., a school/ sport coaching environment); and
- Certain specified positions (e.g., teacher/ coach).

Employees of sporting bodies may be engaging in 'regulated activity', if, for example, their role involves frequent visits to schools or coaching centres.

8. PRINCIPLES UNDERLYING THE CHILD SAFEGUARDING POLICY

This document includes a set of principles for use by sporting bodies.

Child abuse is a serious violation of children's rights. Sporting Environments should minimise the risk of child abuse occurring in its programs and activities through the implementation of this Policy. The Child Protection Policy and Code of Conduct provide a practical guide to prevent child abuse occurring within the organisation and incorporate risk management strategies.

• Every child, whatever their background or their circumstances, should have the support they need to:

- be healthy.
 - stay safe.
 - enjoy and achieve through learning.
 - make a positive contribution to society.
 - achieve economic well-being.
-
- The welfare of the child is paramount.
 - All children have equal rights to protection from abuse and exploitation.
 - All children should feel safe and supported if they must raise issues associated with abuse.
 - All children should be encouraged to fulfil their potential.
 - Everybody has a responsibility to support the care and safeguarding of children.

Sporting bodies have a duty of care to all children with whom their permanent staff and representatives have contact.

The reporting process in the Policy outlines obligations and responsibilities for reporting and managing any concerns about child abuse. It also protects personnel, associates and representatives of TSA from unfair processes should any allegations be made about them.

Sharing information and working with other organisations and agencies is vital in maximising protection from abuse.

9. CODE OF CONDUCT FOR WORKING WITH CHILDREN

The TSA code of conduct for Working with children is attached. A Code of conduct makes clear what is acceptable during their interactions with children. It gives adults confidence to know that their behaviours are approved if they align with the Code.

TSA expects that all people engaged and attached with NSA's activities will consistently abide by it.

10. GOVERNANCE STRUCTURE AND FRAMEWORK

The role of the National Minister of Social Development and the National Minister of Sport, Arts and Culture:

The Minister of social Development is the custodian of Children in South Africa. The Minister has the legislative powers to oversee the care, protection and development of children in the country. The Minister is therefore the principal authority of Government with regards to all child related matters.

The Minister of Sport, Arts and Culture is the custodian of sport and recreation in South Africa. The minister has the legislative powers to oversee the development and management of sport and recreation in the country. The Minister is therefore the principal authority of Government with regards to all sport and recreation matters.

The Constitution requires that the legislative and executive authority of different spheres of Government operate within a framework of cooperative governance. Article 4(1)(h) of the Constitution states that:

- “(1) All spheres of government and all organs of state within each sphere must:
- (h) co-operate with one another in mutual trust and good faith.

- (i) fostering friendly relations.
- (ii) assisting and supporting one another.
- (iii) informing one another of, and consulting one another on, matters of common interest.
- (iv) co-ordinating their actions and legislation with one another.
- (v) adhering to agreed procedures; and
- (vi) avoiding legal proceedings against one another.”

It is therefore the responsibility of the DSAC to create the appropriate enabling environment to ensure that sport activities are coordinated, uniform and effective.

SASCOC and Professional body(SASCA) governance is essential.

10.1 REPORTING OF CHILD ABUSE

- **Section 110.** “(1) Any correctional official, dentist, homeopath, immigration official, labour inspector, legal practitioner, medical practitioner, midwife, minister of religion, nurse, occupational therapist, physiotherapist, psychologist, religious leader, social service professional, social worker, speech therapist, teacher, traditional health practitioner, traditional leader or member of staff or volunteer worker at a partial care facility, drop-in centre or child and youth care centre who on reasonable grounds concludes that a child has been abused in a manner causing physical injury, sexually abused or deliberately neglected, must report that conclusion in the prescribed form to a designated child protection organisation, the provincial department of social development or a police official.
- (2) Any person who on reasonable grounds believes that a child needs care and protection may report that belief to the provincial department of social development, a designated child protection organisation or a police official.”

(The Children’s Act, Act. No. 38 of 2005)

NATIONAL CHILD PROTECTION REGISTER

- Part A – Record of personal details of the victim
- Part B – Record of personal details of the perpetrator

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- **Purpose of Part B of Register**
- **Section 118.** The purpose of Part B of the Register is to have a record of persons who are unsuitable to work with children and to use the information in the Register in order to protect children in general against abuse from these persons.
- **Contents of Part B of Register**
- **Section 119.** “Part B of the Register must be a record of persons found in terms of section 120 to be unsuitable to work with children, and must reflect-
 - (a) the full names, surname, last known physical address and identification number of the person.
 - (b) the fingerprints of the person, if available.
 - (c) a photograph of the person, if available.
 - (d) a brief summary of the reasons why the person was found to be unsuitable to work with children.
 - (e) in the case of a person convicted of an offence against a child, particulars of the offence of which he or she has been convicted, the sentence imposed, the date of conviction and the case number; and
 - (f) such other prescribed information.”
- (The Children’s Act, Act. No. 38 of 2005)

CONSEQUENCES FOR PERPETRATORS

- **Section 123.** “(1) No person whose name appears in Part B of the Register may-
 - (b) work with or have access to children at an institution providing welfare services to children, including a child and youth care centre, a partial care facility, a shelter or drop-in centre, a **school, club or association providing services to children**, or in implementing a cluster foster care scheme, either as an employee, volunteer or in any other capacity.
- **Section 124.** (1) If the name of a person is entered in Part B of the Register and that person-
 - (a) works with or has access to children at an institution providing welfare services to children, including a child and youth care centre, a partial care facility, a shelter or drop-in centre or a school either as an employee, volunteer or in any other capacity, **that person must disclose that fact to the person who manages or operates the institution, centre, facility, shelter or school.**

- (2) A person contemplated in subsection (1) who fails to disclose the fact that his or her name is entered in Part B of the Register **is guilty of misconduct** and his or her services may be terminated as a result thereof.”

(The Children’s Act, Act. No. 38 of 2005)

11. ROLES AND RESPONSIBILITIES

Laws, policies, service standards-

Legislation includes requirements to safeguard children, National Policies include robust employment laws to prevent children coming into contact with organisations or adults wishing to harm children.

data protection to ensure that proper records are kept on criminal convictions.

Standards of Service include standards relating to safeguarding children.

Standards provide a benchmark against which practice can be measured and audited. By drawing together and describing what is needed, they assist awarding bodies in reviewing and evaluating current practice and identifying goals for development.

They also make explicit to others what is expected in relation to safeguarding. This provides a basis for accountability and challenge if practice falls below a certain standard.

This is particularly useful when working with partner organisations.

Leaderships and Governance -

Recognised independent National Body on safeguarding.

Organisations and Institutions are monitored by relevant government authorities to ensure they are performing to standards.

Coordination and Integration -

National and Local Level information on resources is available to support safeguarding.

Data and Knowledge management -

Information on abuse perpetrated in organisations and institutions is regularly obtained and published.

Information on best practices regularly gathered and made available at all levels.

Human and Financial resources -

Curricula of professionals includes roles and responsibilities for safeguarding children.

Service Delivery (Prevention & response) -

Service delivery organisations have child safeguarding measures in place.

Community based child protections mechanisms –

Community leaders and networks understand child safeguarding measures.

Children’s Participation -

Child participation methods have child safeguarding standards. Children are also included in the safeguarding process.

Public awareness -

Educating staff within organisations on child safeguarding measures will increase public awareness and contribute to social change.

12. CONSTITUTIONAL, LEGISLATIVE AND POLICY MANDATES

- Constitution of the Republic of South Africa.
- The Children’s Act, Act 38 of 2005.
- National Sport and Recreation Act as amended in 2007.
- Constitution of SASCOC and National Federations.
- South African Institute of Drug-free Sport Act, Act 14 of 1997.
- Intergovernmental Relations Framework Act.
- Lotteries Act, Act 57 of 1997.
- White Paper on Sport and Recreation
- White Paper on Social Development
- Applicable Bills & Regulations
- Transformation Charter
- South African Schools Act of 1996.
- SA Coaching Framework
- SA Sport Commission Act, Act 110 of 1998

- Safety at Sports & Recreation Events Act 2 of 2010
- The Sexual Offences and Related Matters Amendment Act, Act 32 of 2007
- The Criminal Procedure Amendment Act, Act 9 of 2012
- Labour Relations Act and Amendments, Act 66 of 1995

13. PROCEDURES

Recruitment (including risk management of staff)

TSA is committed to the following recruitment practises for any staff member, including volunteers and consultants, who will have contact, however frequent, with children in the course of their work:

Provide all applicants, including volunteers, with a copy of this Child Protection Policy during the recruitment processes.

Ensure a minimum of two verbal referee checks are conducted as part of the recruitment of all staff and volunteers engaged in TSA's programs.

Require a current police clearance certificate from the South African Police or relevant organisations (or last country of work for foreign volunteers).

Ask at least one question during the recruitment interview that presents a hypothetical scenario relating to child protection.

Require all staff and volunteers sign the acknowledgement that they have read and ***understood*** the Child Protection Policy and will abide by TSA's Code of Conduct for Working with Children. ***The Policy and the Code of Conduct will be provided in English or as necessary.***

TSA shall be extremely cautious of unfounded claims by a third person of the reputation or criminal history of any applicant as it may be a case of slander or retribution for an un-related offence.

Contract for employment

The TSA contract for all full- and part-time employees and agreement with volunteers contains clauses addressing the grounds for suspension or dismissal of personnel who breach the *Code of Conduct*.

The contract will be signed by all staff and volunteers on commencement of duties with TSA. Any queries or reluctance to sign the contract should be addressed by a full-time staff member, or by the CEO if necessary. Employees must not sign the contract unless they demonstrate complete understanding they can be dismissed, suspended or transferred to other duties if they are under investigation or found to not comply with the child protection Code of Conduct.

TSA is aware that formal or informal tradespeople that enter the premises of TSA or TSA related events should be monitored at all times by a contracted staff member. Any inappropriate behaviour or action by a tradesperson shall not be tolerated and will result in instant dismissal.

Training

In addition to an initial induction on child protection as soon as possible after recruitment, refresher training for all full- and part-time TSA staff/volunteers (including coaches, technical officials, administrative assistants, local organising committee members, provincial and district committee members, security guards, cleaners, groundsmen and gardeners) staff in child protection, particular if SA laws change, shall be provided.

Health and safety aspects of delivering TSA's program should also consider child protection, for example, well-lit access and security to toilet blocks.

Visitors

TSA will conduct an induction session with all visitors who may encounter children under the program. This will include providing a copy of the Child Protection Policy and securing a signed copy of the Code of Conduct for Working with Children.

Visitors should be supervised by TSA authorised staff member at all times. Should visitors be found to be offering staff remuneration in exchange for unsupervised contact with a child, action shall be immediately taken regarding both the visitor and the staff member involved.

Visitors may not take photos, **unless with the parents'/guardians' express written permission**, and may not publish them in a way that identifies the child. Visitors shall not maintain future contact with the child outside the work of TSA without express approval granted by the CEO (in the case of wanting to sponsor, for example).

Reporting concerns

Staff/volunteers attached to TSA need to be always vigilant about the potential abuse of children both within the child's family or from other sources, including by other members within the organisation.

Staff/volunteers should also be aware that if abuse is occurring from a member of the child's immediate or wider community, particular care should be taken when raising this, both for the safety of the staff/volunteer member and possible consequences for the victim.

Risk management

TSA is committed to preventing a person from working with children if they pose an unacceptable risk to children. TSA will continue to work in collaboration with child-focused organisations to ensure correct procedures are followed and to ensure the legality of acting on indicators of abuse or potential abuse involving children.

TSA will undertake a child protection risk assessment for each activity that involves children. These risk assessments will be reviewed once a planned activity is established. (Note: TSA will pay particular attention to those activities that pose more risk to children than others.)

"Risk log"

From the review of all programs/projects, a "risk log" will be maintained of potential and actual risk, and the steps that have been or will be put in place to mitigate or remove the risk. It is possible that TSA may ascertain that some staff activities, programs, or activities pose no risk to children, and this will be stated in the "risk log".

TSA, in consultation with the Board and Council, will formally investigate any reported incidents. The response of management will be commensurate with the seriousness of the breach and could range from a written warning through to immediate dismissal and permanent suspension.

Staff and volunteers **must** report, ***in confidence***, to a senior manager of TSA when they have a reasonable belief that a child has been harmed or is at potential risk when it is due to the actions of another staff member or volunteer.

Cases where children have been harmed or are at risk of harm due to the actions of someone not associated with TSA should also be reported to a senior manager (although they are beyond the scope of this Policy), TSA can provide support and refer the suspicions to the correct authority. If it is the senior manager that is the person causing concern, the staff member should talk to their superior officer.

Concerns that must be reported include:

- An observation or disclosure of actual harm or abuse to a child;
- An observation or disclosure of potential risk of harm to a child;
- A breach of the Child Protection Policy or Code of Conduct for Working with Children;
- An observation of possession of child exploitation material.

TSA also requires staff and volunteers to be observant for indicators of child abuse and to raise concerns, even in the absence of a disclosure.

If you are unsure of whether the action observed constitutes harm to a child, talk to a senior manager. It is **NOT** a topic for conversation with colleagues.

Immediate action to ensure safety of the child

Immediate action may be necessary at any stage in disclosure by a child/children and families and in all cases it is vital to take whatever action needed to safeguard the children as follows:

- If emergency medical attention is required, this can be secured by calling an ambulance (make a call to responsible authority) or taking a child to the nearest Accident and Emergency Health centre.
- If a child is in immediate danger, the police should be contacted (make a call to the authority – a designated child protection organisation, the provincial department of social development or the SAPS) as they alone have the power to remove a child immediately if protection is necessary, via the prescribed procedures in The Children’s Act, 38/2005.

DO NOT intervene in such a way that puts yourself at risk of harm, for example, approaching the purported perpetrator of the incident.

Responding to a victim's disclosure

Once a disclosure has been received from a victim or a third party, all information provided will be treated confidentially and professionally. A full investigation will be instigated as a matter of priority.

Staff and members must be confident about knowing how to support a child seeking to report abuse or neglect

A child is most likely to seek support from any person they trust and that they have contact with. Staff and volunteer members of TSA need to be prepared to deal with such situations at any moment during their course of work. Cultivating the environment of trust and readiness to give a child the time and “space” to share information about abuse or neglect is imperative. In these situations, the staff/members must:

Take the child to a quiet location.

Listen carefully to the child. **DO NOT** query the child's disclosure or ask the child loaded questions.

Avoid being emotive or overly demonstrative; be sensitive to the fact that the child may not appreciate being touched or hugged.

Give the child ample time and attention, without pressuring them.

Allow the child to give a spontaneous account; do not stop a child who is freely recalling significant events.

Make an accurate record of the information received, paying particular attention to recording – verbatim - the timing, setting and people present, and accurate and complete details of the child's disclosure.

Use the child's own words; do not prompt in a leading manner.

Express appreciation for the child's sharing and that he/she has not done anything wrong.

Reassure the child that help will be provided to keep him/her safe.

Take steps to distance the alleged perpetrator from the child.

Explain to the child that their disclosure will not be shared to other people, other than people who are trained to assist!

Who do you need to share a disclosure with?

In the first instance, the report should be made to your senior officer, who will then take the appropriate course of action. If your senior manager is the person you are reporting, make the report to their superior officer.

How to make a report

Reports should be made as soon as possible, in person, by phone or via written communication **as soon as possible** after the incident. All verbal reports must be followed up with written notification within 24 hours. **Reports are confidential.**

What to include in the report?

You should provide as much **objective** information as possible, including place, date, time, form of communication of disclosure or observation of event:

names of people/organisations/community members involved

details of alleged incident/s

activities/interventions already undertaken, specifying if none taken at time of report

support provided and/or services engaged (especially if medical),

details of proposed actions

any other relevant information.

Procedures for recording allegations and suspicions of abuse

1	Using the dedicated form, create a child protection case file for every referral that includes a log of actions, and information received. Entries should be made as soon as possible after the event but before the end of the day. They must be timed, dated, and signed by the author. Also complete the Form 22 – Reporting of abuse of deliberate neglect of a child.
2	Take possession of any written records made by any person in connection with the case and place them in the Child Protection Case file.
3	Explain the procedures for addressing the allegations of abuse to the person who has raised the issue. Note that consent may not be required to make referrals to the authorities.
4	Ensure support structures are put in place to protect the victim. A support person may be appointed to accompany the victim and professional counselling may be offered. Keep the victim informed of what is happening as the investigation continues.
5	Inform the accused person of the details of the allegation and record the content of his/her response. This record should be agreed with the person accused, and then signed and dated. If the person accused does not agree, then write your own notes for filing.
6	When the Designated Officer seeks advice from the Social Service or the Police whether to make a referral or not, he should keep a written record of the outcome of the consultation with the authorities.
7	Maintain a dialogue with the Investigating Officer or Social Worker to monitor the progress of the case. Details of contacts made should be recorded chronologically on the Child Protection Case file.
8	Ask in writing for an update from the health and police authorities about the outcome of their investigations.
9	Detailed records should be kept of the progress of the investigation and this should be supplied to the person accused to avoid leaving him/her 'in limbo'.
10	A secure location should be acquired in which all paper-based records created or received by the organisation are retained. This should only be accessible to assigned staff.

14. IMPLEMENTATION

14.1 Monitoring and Evaluation

TSA will ensure that monitoring and evaluation is integrated into the delivery of Safeguarding and child protections education programmes.

TSA will report at Council to stakeholders on the progress of this process.

Contact details of members will be available on the website and other media.

14.2 Grievance Procedures

If there is dispute in terms of the interpretation of this policy by any party mandated to implement it, established organisational procedures must be followed.

The informal and the formal procedures:

14.2.1 Informal procedure

14.2.1.1 The informal procedure is best suited to dealing with subtle forms of abuse. Unless the victim/grievant chooses to follow an informal procedure, it should not be used for cases that involve:

Sexual and/or physical assault

Persistent Emotional Abuse

Child labour/Child trafficking

14.2.1.2 The informal procedure may include the following:

Speaking directly (if possible) to the perpetrator in the company of a witness, clearly stating the behaviour or comment, which is unwelcome.

Approaching the CEO to intervene.

- Writing a letter to the harasser indicating the following:

The type of behaviour or comment that is unwelcome

How it upsets the victim

The impact it has on the victim

Where, when and how the harassment occurred

What the victim expects the harasser to do

The consequences of undermining the letter.

A copy of this letter to be forwarded to the CEO and the defendant.

14.2.2 Formal Procedure

The formal procedures should be used for any form of sexual, physical or emotional abuse. For official TSA internal procedures see the Disciplinary & Grievance Policy in the TSA policy manual

14.2.3 External procedures

14.2.3.1 External procedures include the intervention of the Department of Social Development, a designated child protection organisation or SAPS, Judicial system, and Counselling services to see that justice prevails

15. EFFECTIVE DATE OF IMPLEMENTATION

This policy will be effective from the date approved by Council and signed by the President and the CEO on **1st day of May 2022**.

The policy is compiled in accordance with and subject to the Constitution of SA
